

Personal Computer

Model No. FZ-55 Series

Operating Instructions - Reference Manual



We recommend that this Reference Manual be printed.

Disclaimer

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Panasonic Connect Co., Ltd.

Web Site : <https://panasonic.net/cns/pc/>

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Introduction

Illustrations and Terminology in this manual

- This manual explains using the default setting.
- In principle, this manual explains based on the following conditions:
 - When the keyboard and touchpad are used for operation
- Some illustrations are simplified to help your understanding and may look different from the actual unit.
- Some types of software are automatically updated, and differences may occur from descriptions in this manual.
- If you do not sign in as an administrator, you cannot use some functions or cannot display some screens.
- This manual explains operation procedures using the touchpad or mouse as typical examples. In addition, you can touch the display screen to operate the computer (only for model with touchscreen).

When using the touch operation, please replace the terms as described below, and read the instructions.

Operation terms to be replaced:

- Click → Touch
- Double-click → Double-touch
- Right-click → Touch and hold (Long touch)



Terms and illustrations in these instructions.

- « Enter » : This means to press the « Enter » key.
- « Fn » + « F7 » :

This means to press and hold « Fn » key, and then press « F7 » key.

- The display of the key may be different from this manual according to the keyboard used. (e.g. "Delete" instead of "Del")

- Click  -  :

Click  (Start) and then click  (Power).

In these instructions, the names are referred as follows.

- "Windows 10 Pro" as "Windows" or "Windows 10"
- DVD MULTI drive, DVD-ROM drive and Blu-ray disc drive as "optical disc drive".
- Circular media including BD-ROM, DVD-ROM and CD-ROM as "discs".
- "Multilanguage User Interface" as "MUI".
- The Touch Screen as the "touchscreen" (only for model with touchscreen).
- The stylus as the "pen (included)" (only for model with touchscreen).
- The computer screen supporting touching methods (using stylus / your fingers) is referred to as the "screen" (only for model with touchscreen).



Regarding Windows 10

Desktop mode and Tablet mode

Windows 10 offers the desktop mode in which operation is performed using the keyboard or touchpad, and also the tablet mode optimized for the touch panel operation (only for model with touchscreen).

The mode can be switched by clicking  (Notification), and then clicking  (Tablet mode).

This manual explains operation procedures using the desktop mode as typical examples. When using the tablet mode, please replace the operation procedures as described below, and read the instructions.

- Click  (Start) - [Windows System] → Click  (All apps) - [Windows System]
- Click  (Start) -  (Settings) → Click  (Settings)

NOTE

- If some icons do not appear on the task tray, perform the following operations.
 1. Touch and hold the task tray.
 2. Select the item to display.

Screen Messages

Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode] may be displayed instead of [Airplane mode] in some language preference)

Opening the Control Panel

1. Click  (Start) - [Windows System] - [Control Panel].

Opening the Settings

1. Click  (Start) -  (Settings).

Latest Information on Windows

When Windows is updated, the screen display or operation procedures may be changed.

For the latest information on Windows, see the following web page.

<https://pc-dl.panasonic.co.jp/itn/addendum/>

<https://pc-dl.panasonic.co.jp/itn/win11/>

To Windows 10 downgrade model users

This system is preinstalled with Windows 10 Pro software and also comes with a license for Windows 11 Pro software.


For details, see the following web page.

<https://pc-dl.panasonic.co.jp/itn/win11/>

Sound and Video



- Sound (e.g. MP3, WMA) and video (e.g. MPG, WMV) recorded in microSD memory card may be interrupted during playback. If this happens, copy them to the flash memory drive and play back.
- Depending on the processing status on Windows, sound may be interrupted at Windows startup. You can mute the sound at startup.

The startup sound is muted as the factory default.

1. Right-click  (Speakers) on the task tray, and click [Sounds].
2. Remove the check mark from [Play Windows Startup sound], and click [OK].

Windows Update

You can update to the latest patches and service packs for Windows with the following menus.

1. Click  (Start) -  (Settings) - [Update & Security] - [Windows Update].
2. Click [Check for updates].

Do not apply "Driver Updates" even if a message to update a driver appears. If a driver update is required, ask the system administrator.

Attaching/Detaching the keyboard

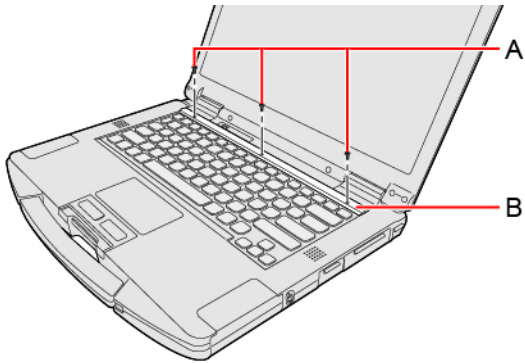
You can change to other language specific keyboard.

IMPORTANT

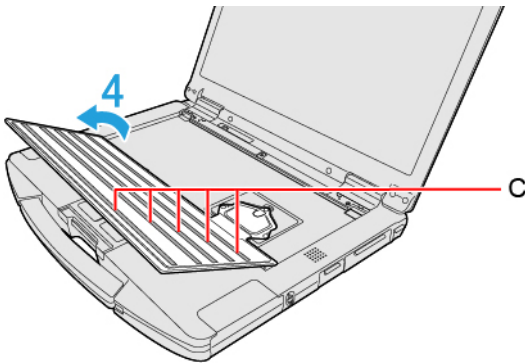
- Be sure to turn off the computer before attaching or detaching the keyboard.

Attaching and detaching the keyboard

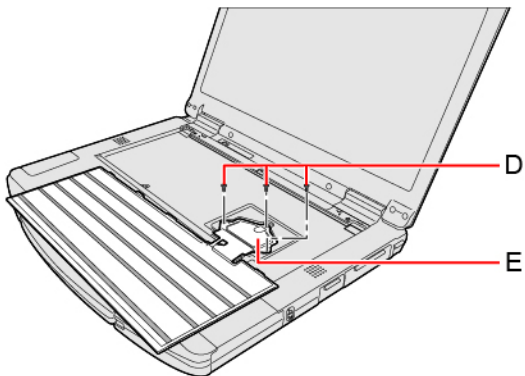
1. Turn off the computer and disconnect the AC adaptor.
2. Remove the battery pack. ([▶ Replacing the Battery Pack](#))
<When using second battery pack>
 - Remove the second battery pack. ([▶ Replacing the Battery Pack](#))
3. Remove the screws (A) and the keyboard plate (B).



4. Lift the keyboard from the screen side.
 - The back side of the keyboard is affixed a seals (C).



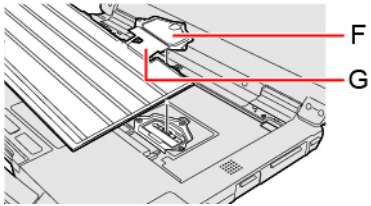
5. Remove the screws (D) and disconnect the stack type connector (E).



IMPORTANT

- You cannot use the removed keyboard again.

6. Connect the stack type connector of other language specific keyboard.



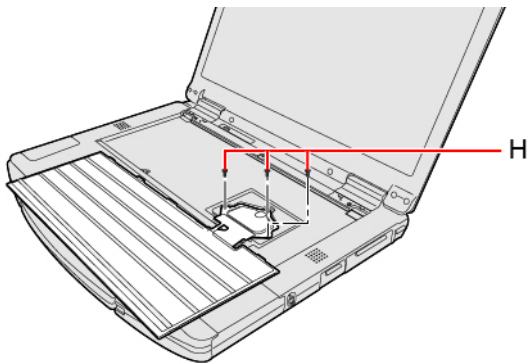
IMPORTANT

- Do not pull the flat cable (G) connecting the keyboard and stack type connector (F) forcibly.

7. Tighten the screws (H) firmly.

Use the PH 1 (PH #1) screwdriver.

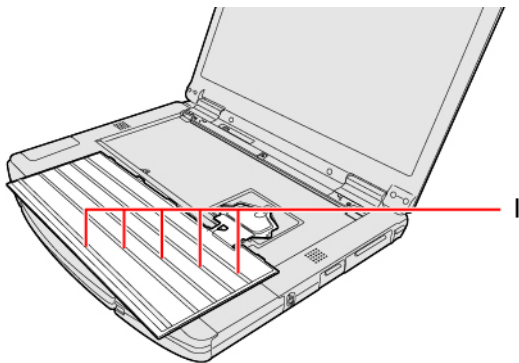
Use 3 screws (Black).



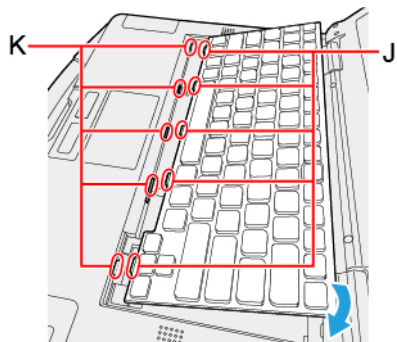
Recommended tightening torque

0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

8. Remove the release paper (I).



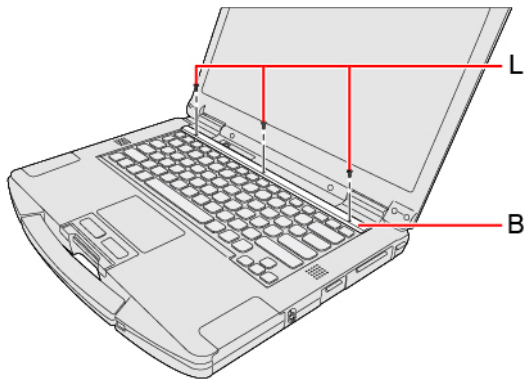
9. Insert the projection parts (J) of the keyboard into the (K) parts, and attach it while lowering.



10. **Attach the keyboard plate (B) and tighten the screws (L) firmly.**

Use the PH 1 (PH #1) screwdriver.

Use 3 screws (Black).



Recommended tightening torque

0.45 N•m \pm 0.05 N•m (4.5 kgf•cm \pm 0.5 kgf•cm)

11. **Insert the battery pack and connect the AC adaptor.**

Rear Expansion Area

You can select from the following options.



FZ-VCN551	FZ-VCN552	FZ-VCN553
VGA Port / Serial Port / USB 3.2 (Type-A) Port	VGA Port / Serial Port / 2nd LAN Port	VGA Port / Serial Port / Rugged USB 2.0 Port

Inserting an option to the rear expansion area

1. Turn off the computer and disconnect the AC adaptor.

IMPORTANT

- We recommend that you turn off the computer completely the following.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”.
3. Click [Turn off your PC].

2. Turn your computer over and remove the battery pack. ( [Replacing the Battery Pack](#))

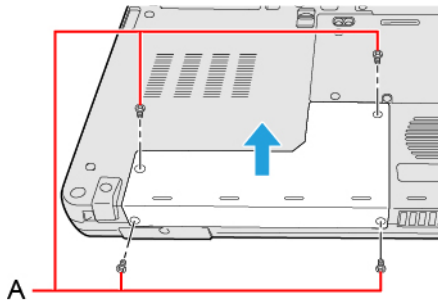
<When using second battery pack>

- Remove the second battery pack. ( [Replacing the Battery Pack](#))

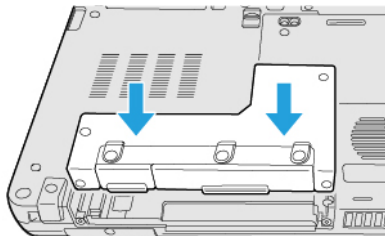
Make sure no foreign objects are under the computer.

3. Insert an option to the rear expansion area.

1. If the dummy cover is inserted, remove it.
Remove the screws (A) and the dummy cover.

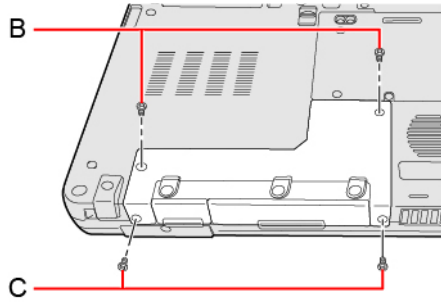


2. Press left and right from above to insert an option.



3. Tighten the screws (B) first, and then tighten the screws (C).
Use the PH 1 (PH #1) screwdriver.

Use 4 screws (Black).



Recommended tightening torque

0.45 N•m \pm 0.05 N•m (4.5 kgf•cm \pm 0.5 kgf•cm)

4. Insert the battery pack carefully.

Front Expansion Area

You can select from the following options.


FZ-VZSU1HU / FZ-VZSU1HAU	FZ-VSC551	FZ-VFP551	FZ-VNF551
Second Battery Pack	Smart Card Reader	Fingerprint Reader	Contactless Smart Card Reader

Inserting an option to the front expansion area

1. Turn off the computer and disconnect the AC adaptor.

IMPORTANT

- To insert a fingerprint reader, turn off the computer completely the following.
- Similarly for other options, we recommend that you turn off the computer completely the following.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Turn off your PC].

2. Turn your computer over and remove the battery pack. ( [Replacing the Battery Pack](#))

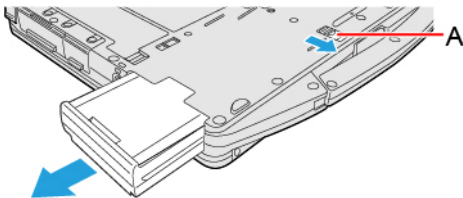
<When using second battery pack>

- Remove the second battery pack. ( [Replacing the Battery Pack](#))

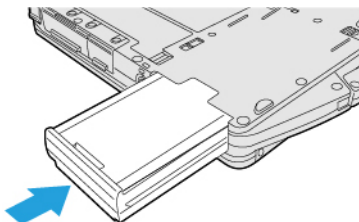
Make sure no foreign objects are under the computer.

3. Insert an option to the front expansion area.

1. If the dummy pack is inserted, remove it.
While sliding the latch (A), pull out the dummy pack.

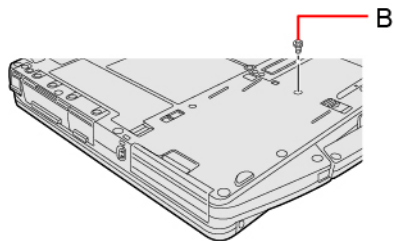


2. Slide an option in parallel with the arrow direction until it click to the secured position.



3. <When using fingerprint reader>
Tighten the screw (B) supplied with fingerprint reader.
Use the Torx T8H screwdriver.

Use 1 screw (Black).



Recommended tightening torque

0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

4. Insert the battery pack carefully.

TOUGHBOOK Universal Bay

You can select from the following options.



FZ-VDM551	FZ-VBD551	FZ-VSD551	FZ-VSC552	FZ-VDR551	FZ-VBR551
DVD MULTI Drive Pack	Blu-ray Disc Drive Pack	SSD Pack	Smart Card Reader	DVD-ROM Drive Pack	Barcode Reader <Only for North America>

Inserting an option to the TOUGHBOOK universal bay

1. Turn off the computer and disconnect the AC adaptor.


IMPORTANT

- To insert a SSD pack, turn off the computer completely the following.
- Similarly for other options, we recommend that you turn off the computer completely the following.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”.
3. Click [Turn off your PC].

2. Turn your computer over and remove the battery pack. ( [Replacing the Battery Pack](#))

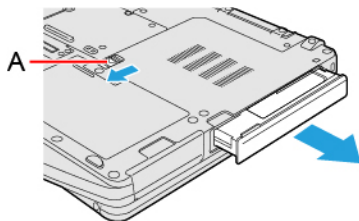
<When using second battery pack>

- Remove the second battery pack. ( [Replacing the Battery Pack](#))

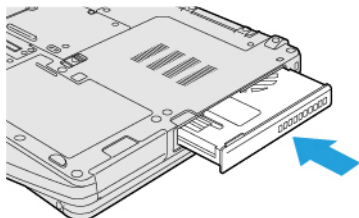
Make sure no foreign objects are under the computer.

3. Insert an option to the TOUGHBOOK universal bay.

1. If the dummy pack is inserted, remove it.
While sliding the latch (A), pull out the dummy pack.



2. Slide an option in parallel with the arrow direction until it click to the secured position.



4. Insert the battery pack carefully.

Create a Recovery Disc

You can make a recovery disc for preinstalled software.

The recovery disc returns the flash memory to the factory default. To create a backup of the recent state of the flash memory, refer to [Flash Memory Backup/Restore Function](#).

Preparation

- Blank discs (About usable types of discs and required numbers of discs, refer to the screen.) or USB storage device.
- <Only for model without DVD MULTI Drive Pack and Blu-ray Disc Drive Pack>
When using DVD/BD media to create a recovery disc, prepare the commercially available optical drive.
- USB memory device can also be used as a recovery disc.
- Connect the AC adaptor and do not remove it until the operation is complete.
- Close all applications except for this utility.
- Remove all peripherals (excluding the device that will be used to create the recovery disc).
- Turn off the wireless function.

NOTE

- When this computer is driven by USB Power Delivery, the recovery disc cannot be created. Connect the supplied AC adaptor.
- If the recovery partition is deleted, you cannot create recovery disc(s).


<When using a USB storage device to create a recovery disc>

- Any previously existing data stored on the USB storage device will be deleted.
- USB storage devices with capacities insufficient for creating a recovery disc cannot be used.
- USB storage devices that are partitioned cannot be used.
- USB storage devices that are recognized as SCSI (i.e., UASP^{*1} devices) cannot be used.

*1 : USB Attached SCSI Protocol.

IMPORTANT

- Do not perform the following operations until creating the recovery disc is complete.
 - Shut down or restart Windows.
 - Enter modern standby (sleep) or hibernation.
 - <Only for model without DVD MULTI Drive Pack and Blu-ray Disc Drive Pack>
Remove the commercially available optical drive or USB storage device being used for recovery disc creation.
- If you interrupted creating a recovery disc, a message of failure may appear in step 10 screen below. In this case, restart the computer, and create a new recovery disc again.

1. Sign in to Windows as an administrator.
2. Connect the device being used to create the recovery disc to the unit.
 - For DVD/BD media
 1. <Only for model without DVD MULTI Drive Pack and Blu-ray Disc Drive Pack>
Connect the commercially available optical drive to the USB Port.
 2. Set a disc into the optical disc drive or the commercially available optical drive.
 - For USB storage devices
 1. Connect the USB storage device to the USB port.
3. Click  (Start) -  (Panasonic PC Recovery Disc Creation Utility).
If the "User Account Control" is displayed, click [Yes].
4. Click [Next].
5. Confirm on-screen information ([Select OS Image] and [Number of discs required]), and then click [Next].

6. **Select the drive, and in the case of DVD/BD media, select the disc type.**

7. **Click [Next].**

8. **In the case of DVD/BD media, select the [Write Speed].**

9. **Click [OK].**

Creation of the recovery disc (i.e., writing) starts. Wait a moment for the process to complete.

10. **Finish creation of the recovery disc as follows.**

- For DVD/BD media
 1. Remove the disc when “Recovery disc#1 complete.” appears, and label the disc to avoid losing it.
Do not use sharp objects that may leave a mark.
 2. If the recovery disc spans multiple discs, insert the next disc.
 3. Click [OK].
 4. Follow the on-screen instructions to create all the recovery discs.
 5. Click [OK] on the “All recovery discs complete.” screen.
- For USB storage devices
 1. Click [OK] on the “All recovery discs complete.” screen.
 2. Perform “Safely Remove Hardware and Eject Media”, and remove the USB storage device.

NOTE

- **The disc created with this utility is only for this computer. You cannot use for others.**
- **Additional applications cannot be recovered even if you use a recovery disc created with this utility.**
- **If you fail to create a recovery disc or an error message appears, try either of the following procedures.**
 - Insert the disc or USB storage device correctly.
 - Check the disc or USB storage device condition.
 - Restart the computer and try to create a recovery disc again.
 - Contact Panasonic Technical Support.

About the Partition Structure

IMPORTANT


- Do not add or delete partitions in Windows 10, as the Windows area and recovery partition must be adjacent to each other in Windows 10.

Flash Memory Backup/Restore Function

Panasonic Connect Co., Ltd. will bear no responsibility for any damage suffered (including loss of data) as a result of the use of this function.



Creating a Backup of the Flash Memory Data

You can create a backup of the flash memory data, which can be used to recover from hardware failure.

This function creates a backup of the recent state of the flash memory. To return the factory default, use a recovery disc. ( [Create a Recovery Disc](#))

To create a backup of the flash memory to another storage media (e.g., external hard disk).

Connect the storage media, and follow the steps below.



1. Click  (Start) -  (Settings) - [Update & Security] - [Backup].
2. Click [Go to Backup and Restore (Windows 7)] under “Looking for an older backup?”.
3. Click [Create a system image].
Follow the on-screen instructions.

NOTE

- Connect the AC adaptor and do not remove it until backup is complete.

Restoring the Flash Memory Data

Connect the storage media that created the backup.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”^{*1}.
3. Click [Troubleshoot] - [Advanced options].
4. Click [See more recovery options].
5. Click [System Image Recovery].
Follow the on-screen instructions.

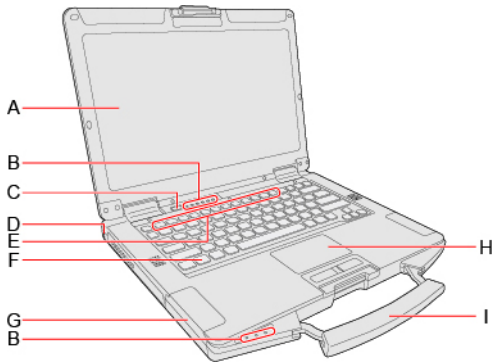
*1 : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Advanced start-up] may be displayed instead of [Advanced startup] in some language preference.)

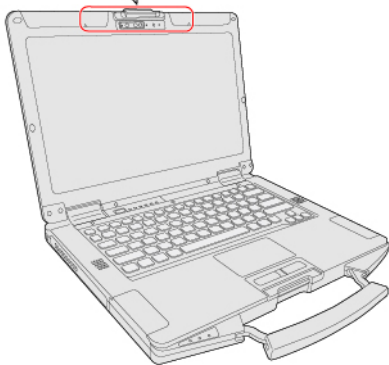
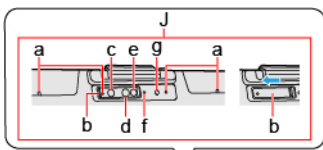
Description of Parts

Front side

<Only for model without camera>



<Only for model with camera>



A. LCD

B. LED Indicator



: Caps Lock indicator



: Num Lock (numeric lock) indicator



: Scroll Lock indicator



: Drive Indicator (Drive status)



: microSD Memory Card Indicator

(Blinking: During access or a password is requested)



: Power Indicator

- Off: Power off/Hibernation
- Green: Power on
- Blinking Green: Modern standby (Sleep)



: Battery 1 Indicator



(When the battery indicator does not light on)



(Battery Power)

02: Battery 2 Indicator^{*1}

([➔ When the battery indicator does not light on](#))

([➔ Battery Power](#))

^{*1}: When using second battery pack

C. Power Switch

D. Security Slot

A Kensington cable can be connected. For further information, read the manual that comes with the cable.

E. Function (Fn) Keys

F. Keyboard

([➔ Attaching/Detaching the keyboard](#))

G. Battery Pack Slot

H. Touchpad

([➔ Touchpad](#))

I. Carrying Handle

Do not use the handle if the handle is worn or damaged.

J. Camera

<Only for model with camera>

([➔ Camera](#))

a. Microphone

b. Camera Cover

When not using an IR camera, close the camera cover.

When opening and closing the camera cover, operate until it click to the secured position.

c. IR Camera

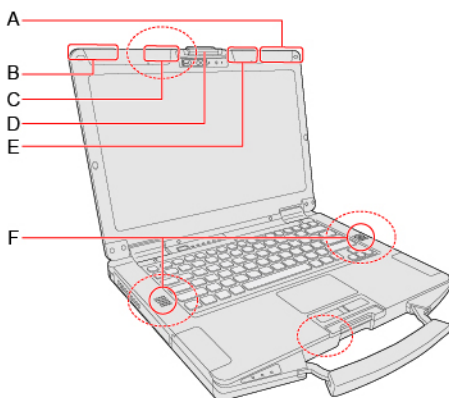
d. IR camera light (RED)

e. Camera Lens

f. Camera Indicator

g. Ambient Light Sensor

The ambient light sensor is equipped with an automatic brightness adjustment function that adjusts the display screen. ([➔ About the Ambient Light Sensor](#))



A. Wireless WAN Antenna / GPS Antenna

<Only for model with wireless WAN>

([➔ Wireless WAN](#))

<Only for model with dedicated GPS / GPS on wireless WAN>

([➔ GPS](#))

B. Wireless WAN Antenna

<Only for model with wireless WAN>

([➔ Wireless WAN](#))

C. **Wireless LAN Antenna**

<Only for model with wireless LAN>

([➔ Wireless LAN](#))

D. **Display Latch**

E. **Wireless LAN Antenna / Bluetooth Antenna**

<Only for model with wireless LAN>

([➔ Wireless LAN](#))

<Only for model with Bluetooth>

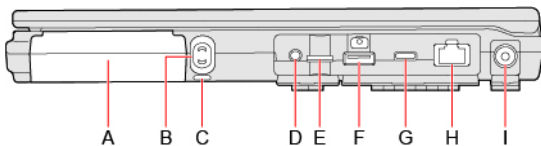
([➔ Bluetooth](#))

F. **Speaker**

NOTE

- This computer contains a magnet and magnetic products at the locations dashed line circled in the illustration above. Avoid leaving metallic object or magnetic media in contact with these areas.

■ Right side



A. **Front Expansion Area**

You can select an option to the front expansion area and install it later.

You can select from the following options.

FZ-VZSU1HU / FZ-VZSU1HAU	FZ-VSC551	FZ-VFP551	FZ-VNF551
Second Battery Pack	Smart Card Reader	Fingerprint Reader	Contactless Smart Card Reader

<Only for model with Second Battery Pack>

([➔ Replacing the Battery Pack](#))

<Only for model with Smart Card Reader>

([➔ Smart Card](#))

<Only for model with Fingerprint Reader>

([➔ Fingerprint Reader](#))

<Only for model with Contactless Smart Card Reader>

([➔ Contactless Smart Card Reader/RFID Reader](#))

B. **Pen Holder**

<Only for model with touchscreen>

C. **Tether Hole**

D. **Headset Jack**

A headset or headphone can be connected.

E. **microSD Memory Card Slot**

Keep microSD memory cards away from infants and small children.

([➔ microSD Memory Card](#))

F. **USB 3.2 (Type-A) Port (CHG)**

Do not insert any foreign object into the USB port.

([➔ USB Devices](#))

G. USB Type-C Port

<Only for model with USB Type-C>

Do not insert any foreign object into the USB port.

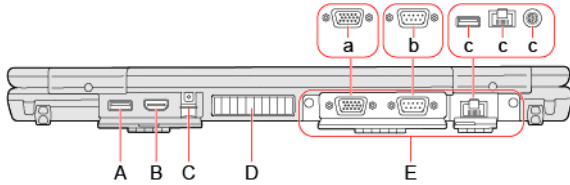
(➔ [USB Devices](#))

H. LAN Port

(➔ [LAN](#))

I. DC-IN Jack

■ Rear side



A. USB 3.2 (Type-A) Port

(➔ [USB Devices](#))

B. HDMI Port

(➔ [External Display](#))

C. nanoSIM Card Slot

<Only for model with wireless WAN>

(➔ [Wireless WAN](#))

D. Ventilation Hole (Exhaust)

E. Rear Expansion Area

You can select an option to the rear expansion area and install it later.

You can select from the following options.

FZ-VCN551	FZ-VCN552	FZ-VCN553
VGA Port / Serial Port / USB 3.2 (Type-A) Port	VGA Port / Serial Port / 2nd LAN Port	VGA Port / Serial Port / Rugged USB 2.0 Port

a. VGA Port

b. Serial Port

c. USB 3.2 (Type-A) Port / 2nd LAN Port / Rugged USB 2.0 Port

<Only for model with VGA port / Serial port / USB 3.2 (Type-A) port>

(➔ [External Display](#))

(➔ [Serial Port](#))

(➔ [USB Devices](#))

<Only for model with VGA port / Serial port / 2nd LAN Port>

(➔ [External Display](#))

(➔ [Serial Port](#))

(➔ [LAN](#))

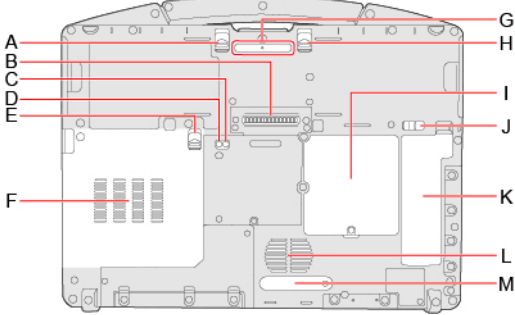
<Only for model with VGA port / Serial port / Rugged USB 2.0 Port>

(➔ [External Display](#))

(➔ [Serial Port](#))

(➔ [USB Devices](#))

Bottom side



A. **Battery Pack Latch**

B. **Expansion Bus Connector**

( [Port Replicator \(CF-VEB541 series\)](#))

( [Port Replicator \(FZ-VEB55 series\)](#))

C. **External Antenna Connector (CH2)**

<Only for model with External Antenna Connector>

D. **External Antenna Connector (CH1)**

<Only for model with External Antenna Connector>

NOTE

- The following factory preset combinations are available for the external antenna output.

CH1	CH2
WLAN main	WWAN main
WLAN main	Dedicated GPS
Dedicated GPS	WWAN main
WWAN-GPS	WWAN main

E. **TOUGHBOOK Universal Bay Latch**

F. **TOUGHBOOK Universal Bay**

You can select an option to the TOUGHBOOK universal bay and install it later.

You can select from the following options.

FZ-VDM551	FZ-VBD551	FZ-VSD551	FZ-VSC552	FZ-VDR551	FZ-VBR551
DVD MULTI Drive Pack	Blu-ray Disc Drive Pack	SSD Pack	Smart Card Reader	DVD-ROM Drive Pack	Barcode Reader <Only for North America>

<Only for model with DVD MULTI Drive Pack>

( [Optical Disc Drive](#))

<Only for model with Blu-ray Disc Drive Pack>

( [Optical Disc Drive](#))

<Only for model with SSD Pack>

( [SSD Pack](#))

<Only for model with Smart Card Reader>

( [Smart Card](#))


<Only for model with DVD-ROM Drive Pack>

( [Optical Disc Drive](#))

<Only for model with Barcode Reader>

( [Barcode Reader](#))

G. LED Indicator

 **1**: Battery 1 Indicator

( [When the battery indicator does not light on](#))

( [Battery Power](#))

P1 /  2: Battery 2 Indicator^{*2}

( [When the battery indicator does not light on](#))

( [Battery Power](#))

^{*2}: When using second battery pack

H. Front Expansion Area Latch

I. RAM Module Slot

J. SSD Pack Latch

K. SSD Pack Slot



L. Ventilation Hole (Intake)

M. Dust Cover



( [Handling and Maintenance](#))

Turning On / Turning Off

Turning On

Press and hold the power switch  until the power indicator  lights. ([Description of Parts](#))

NOTE

- Do not press the power switch repeatedly.
- The computer will forcibly be turned off if you press and hold the power switch  for 10 seconds or longer.
- Once you turn off the computer, wait for 10 seconds or more before you turn on the computer again.
- Do not perform the following operation until the drive indicator  turns off.
 - Connecting or disconnecting the AC adaptor
 - Pressing the power switch
 - Touching the keyboard, touchpad, touchscreen (only for model with touchscreen) or external mouse
 - Closing the display



Turning Off

Shut down the computer.

1. Click  (Start).
2. Click  (Power) - [Shut down].

NOTE

To turn off the computer completely, proceed as follows.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Turn off your PC].

Precautions against Starting Up/Shutting Down

Do not do the following

- Connecting or disconnecting the AC adaptor
- Pressing the power switch
- Touching the keyboard, touchpad, touchscreen (only for model with touchscreen) or external mouse
- Closing the display

NOTE

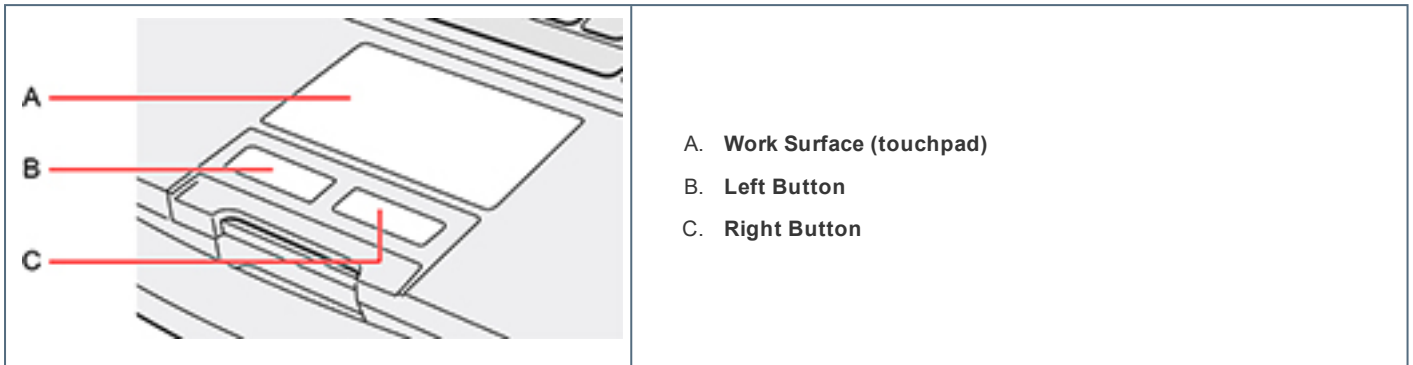
- **To conserve power, the following power saving methods are set at the time of purchase.**

- The screen automatically turns off after :
 - 10 minutes (when AC adaptor is connected) of inactivity
 - 4 minutes (when operating by battery power) of inactivity
- The computer automatically enters sleep ^{*1} after :
 - 10 minutes (when AC adaptor is connected) of inactivity
 - 4 minutes (when operating by battery power) of inactivity

*1 : Refer to "[Sleep/Hibernation Functions](#)" about resuming from sleep.

Touchpad

Use the touchpad to move the cursor on the screen and perform computer operations.



You can change the settings of touchpad by performing the following operation.

1. Click  (Start) -  (Settings) - [Devices] - [Touchpad].

Disabling/Enabling the Touchpad

1. Press **«Fn» + «Esc»**. ( **Key Combinations**)

You can check the status of the touchpad by seeing an icon on the task tray.





: Touchpad is enabled.



: Touchpad is disabled.

NOTE

- When the touchpad is disabled, it will remain disabled until you press **«Fn» + «Esc»** again, even if the computer restarts.
- This function cannot be used with this unit even if you perform the following operations.

1. Click  (Start) -  (Settings) - [Devices] - [Touchpad].
2. Add the check mark to [Press the lower right corner of the touchpad to right-click] under "Taps".

Changing the Cursor Speed of Touchpad

- You can change the cursor speed of touchpad by performing the following operation.

1. Click  (Start) -  (Settings) - [Devices] - [Touchpad].

2. Slide the bar under "Change the cursor speed".

When you move the slider to the left, the cursor speed is slow.

Handling the touchpad

- By design, the touchpad is to be used with a fingertip only. Do not place any object on the work surface or press down forcefully with sharp-pointed objects (e.g., nails) or hard objects that can leave marks (e.g., pencils and ball point pens).
- Try to avoid having any harmful substances, such as oil, come in contact with the touchpad. The cursor may not work properly in such cases.



- **When the touchpad becomes dirty:**



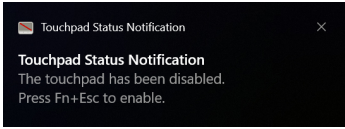


Wipe to remove dirt by using a dry soft cloth such as gauze or a soft cloth first applied with detergent diluted with water and then thoroughly wrung. Do not use benzene or thinner, or rubbing alcohol. Doing so may adversely affect the surface, e.g., discoloration. In addition, do not use commercially available household cleaners and cosmetics, as they may contain components harmful to the surface.










Keyboard


















Key Combinations




NOTE

- Do not repeatedly press the keys in quick succession.
- Do not use the key combinations together with touchpad (external mouse), touchscreen (only for model with touchscreen) or other key operations.
- Do not use the key combinations before you sign in to Windows. Wait until the drive indicator  and the microSD memory card indicator turn off. On the Setup Utility screen, you can use the key combinations of **«Fn» + «F1»** and **«Fn» + «F2»**.
- The key combinations may not work with some applications.
- The pop-up display shown in the table below appears after signing in to Windows. It may not appear in some application conditions.
- The key combination setting for the 10-key area can be changed with Setup Utility. ( [Setup Utility](#))

Key	Function	Pop-up display
«Fn» + «Esc» 	Touchpad on/off You can select on/off of the touchpad. NOTE <ul style="list-style-type: none">• You can check the status of the touchpad by seeing an icon on the task tray. ( Disabling/Enabling the Touchpad)• When the touchpad is disabled, it will remain disabled until you press «Fn» + «Esc» again, even if the computer restarts.	
«Fn» + «F1»^{*1} «Fn» + «F2»^{*1}  	LCD brightness («Fn» + «F1» = down / «Fn» + «F2» = up)	A slide bar appears.

Key	Function	Pop-up display
« Fn » + « F3 » 	Display mode switching ( Switching the display mode) When an external display (a projector etc.) is connected, you can change the display mode. 1. Press « Fn » + « F3 » . 2. Click the display mode. IMPORTANT <ul style="list-style-type: none"> Do not press any keys until the display has finished switching. Do not use this function: <ul style="list-style-type: none"> When playing motion video such as DVD or MPEG. When an external display is not connected. When showing a game screen such as pinball. 	“PROJECT” appears.
« Fn » + « F4 » *1 	Speaker on/off*2 You can check the status of speaker by seeing an icon on the task tray.	A slide bar appears.   : Mute
« Fn » + « F5 » *1 « Fn » + « F6 » *1  	Volume (« Fn » + « F5 » = down / « Fn » + « F6 » = up) NOTE <ul style="list-style-type: none"> When fine-tuning the sound volume, press and hold « Fn », and press « F5 » or « F6 » intermittently. This does not work on speakers connected to the USB port. 	A slide bar appears.
« Fn » + « F7 » 	Modern standby (Sleep) ( Entering/Resuming from Sleep or Hibernation)	

Key	Function	Pop-up display
« Fn » + « F8 » *3 	<p>Concealed Mode on/off</p> <p>You can select on/off of indication status the following devices.</p> <ul style="list-style-type: none"> • LCD Backlight • LED • Sound • Wireless Radio • Backlit Keyboard <p>( Concealed Mode)</p> <p>NOTE</p> <ul style="list-style-type: none"> • The camera indicator cannot be turned off. • [Concealed Mode] is set to [Enabled] as the factory default. • You can set the devices turned off in [Concealed Mode Configuration] with Setup Utility. • If you press « Fn » + « F8 » in succession, the concealed mode may not be switched. More than 4 seconds interval is necessary to switch on/off. 	
« Fn » + « F9 » 	<p>Remaining battery power</p> <p>(When the battery pack is inserted in the computer)</p>	( Checking the Remaining Battery Power)
« Fn » + « F10 » 	<p>Airplane Mode on/off</p> <p>You can select on/off of the Airplane Mode.</p> <p>( Switching the airplane mode using « Fn »)</p>	
« Fn » + « F12 » 	<p><Only for model with backlit keyboard></p> <p>Backlit keyboard on/off</p> <p>When you press the keys, the luminance of backlit keyboard is changed. (Four steps and off).</p> <p>You cannot change the color of the backlit keyboard. ( Panasonic PC Backlit Keyboard Settings Utility)</p> <p>When switched to [Night Mode] of “Panasonic PC Day Night Mode Utility”, if you add a check mark to [Backlit Keyboard], « Fn » + « F12 » is disabled. ( Panasonic PC Day Night Mode Utility)</p>	*4 
« Fn » + « 1 » 	<p>Open “Panasonic PC Settings Utility”</p> <p>You can change the functions. ( Changing the functions assigned to the A1 / A2 / A3 / A4 keys)</p>	
« Fn » + « 2 » 	<p>Open “A1/A2/A3/A4 Key Settings”</p> <p>You can change the functions. ( Changing the functions assigned to the A1 / A2 / A3 / A4 keys)</p>	
« Fn » + « 3 » 	<p>Day Night Mode switching</p> <p>You can change the Day Night Mode. ( Panasonic PC Day Night Mode Utility)</p> <p>When [Manual] of “Panasonic PC Day Night Mode Utility” is selected, « Fn » + « 3 » is enabled.</p> <p>You can change the functions. ( Changing the functions assigned to the A1 / A2 / A3 / A4 keys)</p>	

Key	Function	Pop-up display
« Fn » + « 4 » 	<Only for model with backlit keyboard> Backlit keyboard color switching You can change the color of the backlit keyboard. ( Panasonic PC Backlit Keyboard Settings Utility) <Only for model without backlit keyboard> You can change the functions. ( Changing the functions assigned to the A1 / A2 / A3 / A4 keys)	

*1 : When [LCD Backlight] and [Sound] are set to [OFF] on the [Concealed Mode Configuration] menu and the concealed mode is turned on, these key combinations are disabled.

*2 : When [Sound] is set to [OFF] on the [Concealed Mode Configuration] menu and the concealed mode is turned on, the sound volume setting of Windows does not show mute state.
However, audio from the speaker is not heard.

*3 : You can also turn on/off the concealed mode by pressing « F8 » .

Change the [Trigger Key] setting in the sub-menu of [Concealed Mode Configuration] in the [Main] menu of the Setup Utility.

*4 : When [Backlit Keyboard] is set to [OFF] on the [Concealed Mode Configuration] menu and the concealed mode is turned on, the pop-up display does not appear.





Hotkey Settings

You can make the following settings:

- **Fn key lock**

When you press « Fn » , the key is locked (pressed-down) until you press another key. Use this when pressing difficult key combinations.

1. **Start up the Hotkey Settings.**

Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (Buttons / Keys).


2. **Make the settings under “Fn Key”.**


[Use Fn Key lock]


- When using an « Fn » key combination
 1. Press « Fn » once. (Locked)
 2. Press another key. (Lock released)
- When using successive « Fn » key combinations
 1. Press « Fn » twice. (Locked)
 2. Press another key.

Fn key remains locked until you press « Fn » again.

[Make sound when Fn Key is pressed]^{*5}

[Display icon in notification area]: Displays the Fn key status when  on the task tray is clicked.

-  : « Fn » is locked.

-  : « Fn » is not locked.

NOTE





- You can have different settings for each user.

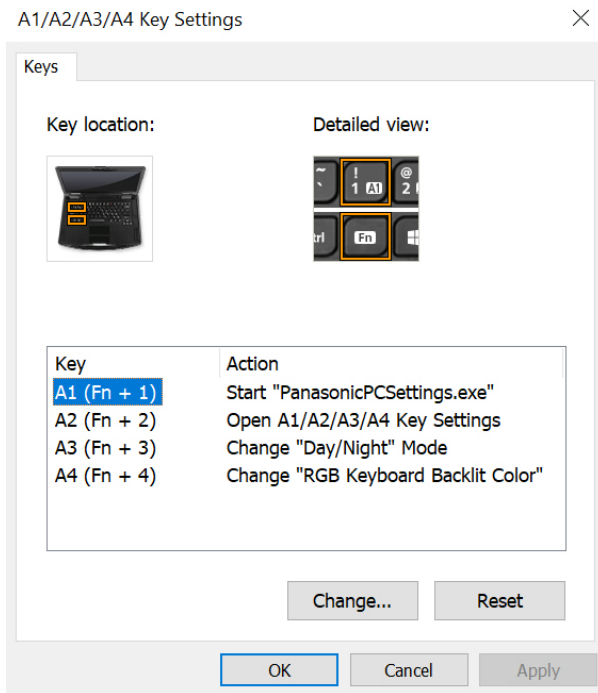
*5 : If the speaker is muted or [Sound] is turned off in [Concealed Mode Configuration], beeps do not sound.

Changing the functions assigned to the A1 / A2 / A3 / A4 keys

You can change the functions assigned to A1, A2, A3 and A4 keys.


The A4 key can only be changed for models without backlit keyboard.

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (Buttons / Keys).
2. Click [Change] under “A1/A2/A3/A4 Key”.
3. Select the key and click [Change...].



4. Select the function in “Action”.
 - Click [Browse...] to select the application if you select [Start a program].
5. Click [OK].
6. Click [OK].



NOTE

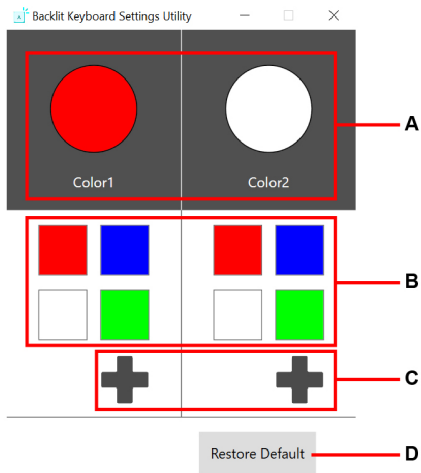
- If you click [Reset], the setting will be the factory default.
- With the factory default, “A1/A2/A3/A4 Key Settings” can be launched by pressing  (<< Fn >> + << 2 >>).

Panasonic PC Backlit Keyboard Settings Utility

The Panasonic PC Backlit Keyboard Settings Utility can be used to make custom color of the backlit keyboard.

Starting Panasonic PC Backlit Keyboard Settings Utility





1. Click  (Start) -  (Panasonic PC Backlit Keyboard Settings Utility).
The Panasonic PC Backlit Keyboard Settings Utility starts up, and the following screen is displayed.





A. [Color1] / [Color2]

The specified color is displayed.

B. Color Presets

To change the color of the backlit keyboard, click , ,  or .

C. Color Settings


To customize the color of the backlit keyboard, click . ( [Defining Custom Colors](#))

D. Restore Default

Restore the settings to the default color.

2. Select the color of the backlit keyboard.

Defining Custom Colors

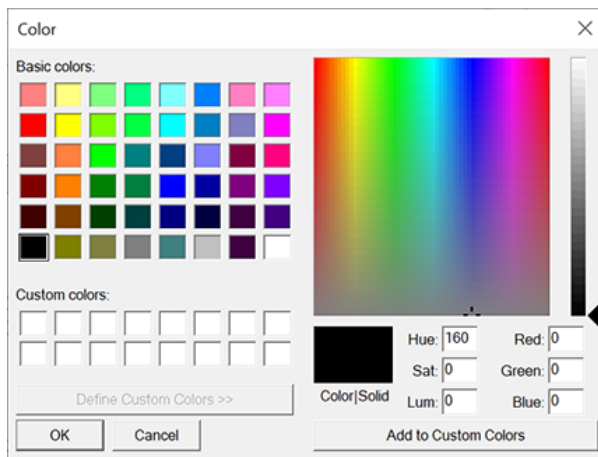
1. Click  to display the "Color".

The following screen is displayed.



- When using the Basic Color
 1. Click the color under "Basic colors:".
 2. Click [OK].
- When using the Custom Color
 1. Click the color under "Basic colors:" closest to the color you want to define.
 2. Click "Define Custom Colors".

The following screen is displayed.



3. Modify the color matrix and slider.
Alternatively, modify the RGB or hue, saturation, luminosity color values.
4. Click [Add to Custom Colors].
5. Click the color under "Custom colors:".
6. Click [OK].

NOTE

- If you change the color of the backlit keyboard to black, the backlit keyboard does not light.
- You can also decrease the brightness automatically to conserve power with Setup Utility. (As factory default, [\[On Battery Power\]](#) and [\[Plugged in\]](#) are set to [\[None\]](#). Change the setting if you use the automatic turn off function of the backlit keyboard.)
- You can also change the color or the power saving time with Setup Utility.

Screen Input Operation

The screen of your computer allows you to perform the same operations as a mouse by touching its surface.

<Only for model with touchscreen>

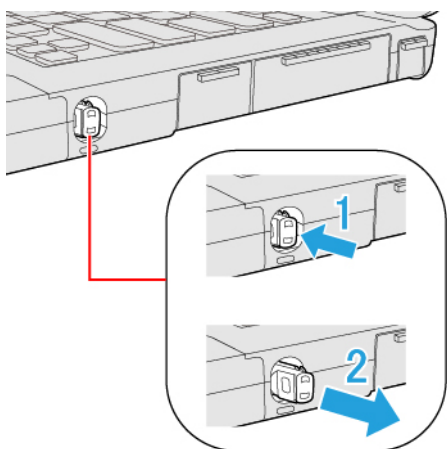
You can use the touchscreen function to perform the same operation as the touchpad and mouse. The computer supports, using your fingers and the pen (included).

NOTE

- Note that the touchscreen may respond to the following:
 - Putting the pen (included) or finger close to the screen.
 - Liquid or metallic objects other than the pen (included) or finger.

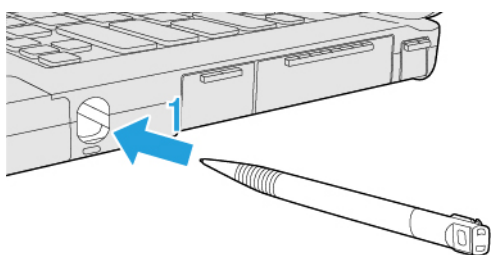
Detaching the pen from the computer

1. Press the pen so it comes out of the pen holder.
2. Draw it straight out.



Attaching the pen to the computer

1. Insert the pen into the pen holder.

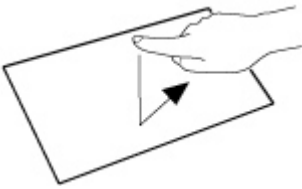


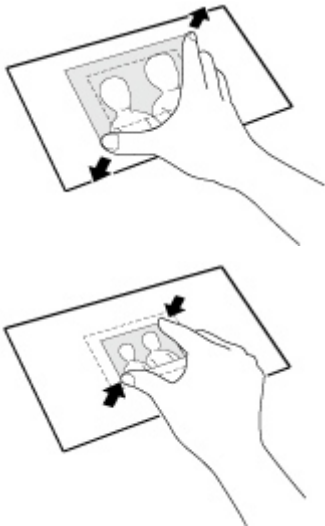
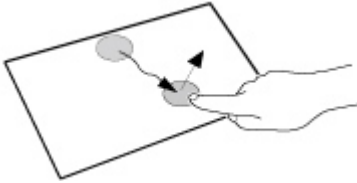
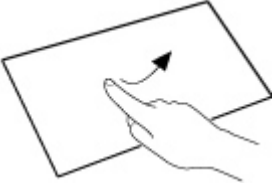
“Touch and hold” (“right-click”) operation

- Touch and hold the object with your fingers, or the pen (included), and release it when a flame surrounding the object appears.

Operation by touching the screen

Instead of operating the screen with the pointer, you can use your fingers.

	Touch (Tap)	Touch the screen once with one finger.
---	----------------	--

	Spread / pinch	Touch an image or document with two fingers, and spread your fingers apart to zoom in or pinch them together to zoom out.
	Drag	Touch an object (file, icon, etc.) and drag your finger to the desired location before removing it to move the object.
	Swipe	Touch with a sweeping motion.
	Flick	Touch with a quick sweeping motion.

Change “Touchscreen Mode”

You can select the suitable operation mode in “Touchscreen Mode”.

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (Touchscreen).

2. Select the operation mode under “Touchscreen Mode”.

[Pen] mode

- Suitable for pen (included) operation.
- Use this mode when not operating with finger.
- Using this mode may cause accidental response to metal objects close to the screen.
- Unless you have the pen (included), operation will not be possible.

[Pen/Touch] mode

- Suitable for using both finger and pen (included).
- If both the pen (included) and finger touch the screen at the same time, the pen (included) operation takes priority.
- Using this mode may cause accidental response to metal objects close to the screen.

[Touch] mode

- Suitable for finger operation.
- Use this mode when not operating with the pen (included).

[Touch (Glove)] mode

- Use this mode when operating with a glove on.
- Depending on the type of glove, operation may be ignored.

- With finger operation, the screen may not respond properly.

3. If a confirmation message appears, click [Yes].

IMPORTANT

- Do not touch the screen while switching the operation mode. Switching may fail by doing so.


Calibrating the Screen

When you cannot point correctly with the pen (included) or your fingers, calibrate the screen by following the steps below.

Perform the calibration as an administrator. A standard user needs to perform the calibration as an administrator before performing the calibration for each user.

NOTE

- At first, sign in to Windows as an administrator, and perform this calibration.

1. Click  (Start) - [Windows System] - [Control Panel] - [Hardware and Sound] - [Tablet PC Settings].
2. Click [Calibrate...].
3. Using the pen (included) or finger, touch each of the “+” target marks one by one, and then click [Yes].

NOTE

- The following message, “Right-click anywhere on the screen to return to the last calibration point. Press the Esc button to close the tool.” will appear on the center of the screen during calibration. However, the operation to close the tool by pressing the <<Esc>> key can be performed.
- If you cannot touch the desired position, perform calibration again and restart the computer.

IMPORTANT

- If you perform calibration as a standard user, the calibration data is valid until you sign out. (The data becomes invalid after you have signed out.) When using the computer continuously, perform calibration as an administrator.
- If you cannot operate the computer correctly after calibration, delete the calibration data by clicking [Control Panel] - [Hardware and Sound] - [Tablet PC Settings] - [Reset...], and perform calibration again. (Be sure to delete the calibration data as an administrator.)

Important Tips

Important Battery Tips

IMPORTANT

- The battery pack is a consumable item. The rate of battery deterioration depends on the usage environment, but as a guide, it will reach the end of its life after 1-3 years of use or 300-500 times of charging. If the battery pack swells or battery usage time is dramatically short even after being fully charged, we highly recommend replacing the battery.

How to use the battery with minimal deterioration

The battery is a consumable and, as such, its performance will gradually deteriorate. This deterioration is accelerated under the following conditions.

- When the battery is repeatedly charged
- When the battery is used, charged or stored in a place with high temperature

To minimize deterioration of the battery and ensure a longer battery life, you must reduce the number of charges and ensure that the temperature inside the battery does not become too high. Bear in mind the following points.

NOTE

- The battery pack gradually deteriorates over time even if cared following the above points. If it deteriorates, be sure to replace with a new and specified battery pack.
- This computer reduces the full charge capacity in stages to ensure a longer life of the battery pack.

Charge the battery in a temperature range of 10 °C to 30 °C {50 °F to 86 °F}

In places where the outside air temperature is high, the temperature inside the battery will also become high. Do not charge the battery inside a vehicle with all its windows closed and exposed to the hot sun or in other places where the temperature is high.

This computer's battery will not be charged if its temperature is outside the allowable range. (At such a time, the battery indicator blinks orange.)

We recommend charging the battery no more than once per day

Recharging the battery after every small use raises the total number of battery charges and speeds battery deterioration.

To lower the total number of battery charges, we recommend recharging the battery no more than once per day or when the remaining charge drops to 10 % or less.

With this computer, in order to reduce the number of charges, the battery will not be recharged immediately after it has been fully charged unless the remaining charge has fallen to less than 95 %.

Charging the battery while the computer is powered off is recommended

If the computer's power is on, the temperature inside the battery rises due to the effects of heat from the CPU and other components. We recommend that you only charge the battery when the computer is powered off.



How to use the computer to maximize the battery operation time

Leave the computer off when it is not in use

Decrease the internal LCD brightness by pressing << Fn >> + << F1 >>

Pressing << Fn >> + << F1 >> will lower the degree of brightness, thereby reducing the power consumption.

You can reduce the internal LCD brightness as follows.

Click  (Start) -  (Settings) - [System] - [Display].

Before stepping away from your computer, enter the modern standby (sleep) or hibernation mode

Refer to [Entering/Resuming from Sleep or Hibernation](#).

Click  or  on the task tray, and then move the “Power mode” slider () to the left to set the “Power mode” to “Best battery life”.

This will reduce power consumption.

We recommend against using applications or screen saver that place a significant load on the CPU

Some screen savers place a large load on the CPU. When using these screen savers, a significant load is placed on the CPU even when the computer is not being used. We recommend that you do not use screen saver that will drain the CPU.

Remove peripheral devices (USB devices, external mouse, etc.) when not in use

When the network communication is not working, turn off the wireless LAN

When the computer is not going to be used for an extended period (a month or more)

In order to maintain the battery performance, remove the battery with a remaining charge of 30 % to 40 % from the computer, and store it in a cool, dark place

If the battery pack is kept installed in the computer, it will discharge gradually even when the computer's power is off. If this condition continues for a long period (several months or more), the battery may overdischarge, causing its performance to deteriorate. In addition, this deterioration will accelerate if the battery pack is stored inside a vehicle with all its windows closed and exposed to the hot sun or in other places where the temperature is high. Store the battery pack where the temperature is within the range of 10 °C to 30 °C {50 °F to 86 °F}.

Things to keep in mind when using the battery pack

Bear in mind the following points when installing and removing the battery pack

- Do not install or remove the battery pack while the computer is in the sleep mode.
Removal of the battery pack in this mode cause the data to be erased and cause the computer to malfunction.
- Do not touch the terminals on the battery pack.
If the terminals are dirty or damaged, the battery may not function properly or the computer may not operate properly.

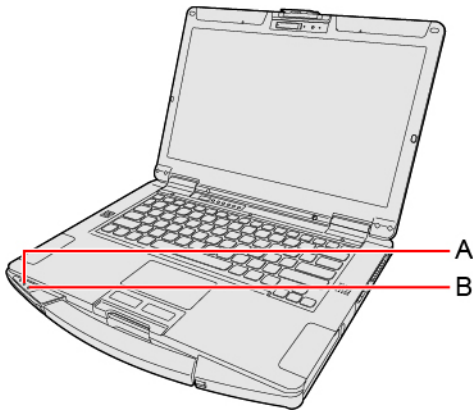
Charging time and discharging time differs depending on the computer's power status and temperature

- It takes longer to fully charge the battery when the computer's power is on. To charge the battery more quickly, power the computer off, or put it in the sleep or the hibernation mode.
- It takes longer to fully charge the battery in low temperature environments. The battery discharges more quickly in low temperature environments.

Battery Power

Battery Indicator

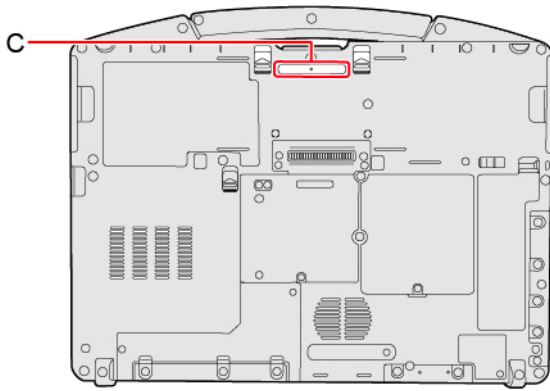
Battery indicator (situation in use):  (A) and  (B)*1



Battery indicator (situation in use)	Battery status
Not lit	<ul style="list-style-type: none"> The battery pack is not inserted or not being charged. Concealed mode is set to ON.
Orange	Charging is in progress. If [Battery Charging Indicator] in the [Main] menu of the Setup Utility is set to [Flashing], the indicator will alternately become lighter and darker (Flashing).
Green	The battery is fully-charged.
Blinking green	In order to stop the battery from deteriorating, power supply from another battery or AC adaptor has been shut off, and the battery power is being consumed. Do not remove the battery pack in this status.
Red	The remaining battery is approximately 9 % or less.
Blinking red	The battery pack or the charging circuit is not operating properly. Remove the battery pack immediately.
Blinking orange	The battery cannot be charged temporarily due to the following reasons: <ul style="list-style-type: none"> Its internal temperature is out of the acceptable range. The power supply is not enough because software applications or peripheral devices are consuming a large amount of power. When charging the computer using USB Power Delivery. The power of the connected USB Power Delivery-compatible device is insufficient.
Blinking green and orange alternately	The temperature is low and the computer is warming up to prevent the flash memory drive from malfunctioning. The computer will start automatically after warming-up.
Blinking orange slowly	When you set [Battery Charging Indicator] to [Flashing] on the [Main] menu of Setup Utility.

Battery indicator (replacing status):  /  — • —  (C)*1

<Only for model with second battery pack>



Battery indicator (replacing status)	Battery status
Green	The battery pack can be replaced without turning off the computer.
Blinking red	The battery packs can only be replaced with turning off the computer.
Not lit	<ul style="list-style-type: none"> The battery pack is not inserted or not being charged or other than those above. Concealed mode is set to ON.

NOTE

- Once the battery is fully charged, the computer performs recharging only when the battery level becomes less than approximately 95 %, so overcharging is avoided.
- When [\[LED\]](#) is set to [\[OFF\]](#) on the [\[Concealed Mode Configuration\]](#) menu, LED does not light.

*1: When using second battery pack

Charging

When connecting the computer to a power outlet, the battery charging starts automatically.

- The battery pack is not charged when you first purchase it. Be sure to charge it before using for the first time.

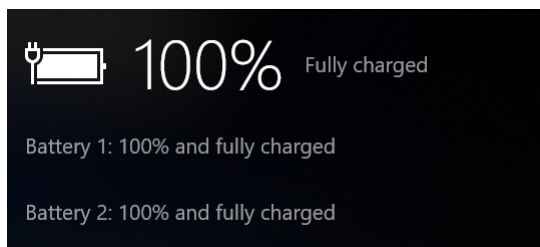
Checking the Remaining Battery Power

Checking the remaining battery power on the screen

- Click  or  on the task tray.

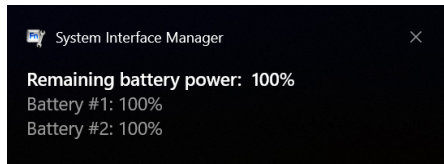
The remaining battery power is displayed.

(Example)



Alternatively, you can check the remaining battery power by [« Fn » + « F9 »](#) key combination. (After signing in to Windows)

(Example)



NOTE

- The battery display may not correspond to the actual remaining battery power in the cases as below. To correct the display, perform the Battery Recalibration (→ [Correcting the Battery Display \(Battery Recalibration\)](#)).
 - The battery indicator remains red.
 - The indicator lights orange and the display shows 99 % for a long time.
 - Low battery warning appears soon after a short time of use.
This can occur when the computer is in sleep for a long time without power supply from the AC adaptor.
- The battery display may not be the same as that of task tray. This is not a malfunction.

Computer behavior with low battery

The default settings are as follows.

When the battery level becomes 10 % [Low battery level]	When the battery level becomes 5 % [Critical battery level]
<ul style="list-style-type: none">• Displays a message that the battery level is low. <p style="text-align: center;">↓</p>	<ul style="list-style-type: none">• The computer enters hibernation. <p style="text-align: center;">↓</p>
Charge the battery.	Connect the AC adaptor or replace the battery to start up the computer.
<ul style="list-style-type: none">• Connect the AC adaptor immediately. If you do not have the AC adaptor, exit the running programs and Windows, then confirm that the power indicator is off.• If you have a fully charged spare battery, turn off the computer, replace the battery and turn the computer on again.	<ul style="list-style-type: none">• Connect the AC adaptor and charge the battery.• If you have a fully charged spare battery, turn off the computer, replace the battery and turn the computer on again. When the computer enters hibernation with the battery down and you resume the operation without charging the battery, the Windows Resume Loader starts up. Follow the on-screen instructions. After that, however, Windows may not start up normally, or the [Low battery level]/[Critical battery level] function may not work normally.

NOTE

- Battery goes to hibernation if the battery level is about 5 %, may be displayed such as “Not exist” or “Not use” is not a malfunction.
Please wait for a while to connect the AC adaptor.





Correcting the Battery Display (Battery Recalibration)

The “Battery Recalibration” function measures and memorizes the battery capacity. To correct the battery display, use this function to fill the battery and then discharge it completely. Perform the procedure at least once immediately after purchasing the computer. Normally the interval of battery recalibration is 3 months.

The battery display may not be correct when the battery pack deteriorates after a long time use. In this case, perform the procedure again.

1. **Connect the AC adaptor.**
2. **Perform “Battery Recalibration”.**

You can operate your computer while the battery recalibration is in progress.

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Support) -  (Battery) - [Perform battery recalibration].
2. Click [OK] on “Perform Battery Recalibration after shutting down Windows.” screen.
3. Click [OK] on “Windows will be shut down. OK?” screen.
4. Restart the computer, “Battery Recalibration Utility” is displayed.
5. Press << Enter >> .
6. When the confirmation message appears, select [Yes] and press << Enter >> .

After the battery recalibration is finished, normal charging starts.

NOTE

- When this computer is driven by USB Power Delivery, the battery recalibration cannot be performed.
- The temperature range should be 10 °C to 30 °C {50 °F to 86 °F}.
- Frequent recalibration of the battery can degrade the battery. A caution message appears when the battery recalibration is performed at the shorter interval than approximately a month. In this case, cancel the battery recalibration.
- The battery recalibration may take a long time due to the large battery capacity. This is not a malfunction. (An expected approximate recalibration time is displayed.)
- If the computer is turned off during the battery recalibration (e.g., due to power failure, or accidental removal of the AC adaptor and battery pack), the battery recalibration will not be completed.
- <When performing “Battery Recalibration” after shutting down Windows>

Status	Full charge	Complete discharge
1 battery pack	Approx. 3.0 hours	Approx. 4.5 hours
2 battery packs	Approx. 6.0 hours	Approx. 9.0 hours

Battery duration

Note that the computer consumes electricity even when the computer power is off. If the battery pack is fully charged, the battery will fully discharge in the following period of time:

Status	Power On by LAN	Discharge period	
		Main Battery	Main Battery + Second Battery
In modern standby (sleep) When entering into hibernation automatically after 16 hours (factory default)	Deny	Approx. 35 days	Approx. 70 days
In modern standby (sleep) When not entering into hibernation	Deny	Approx. 3 days	Approx. 6 days
In hibernation	Deny	Approx. 5 weeks	Approx. 10 weeks
When power is off	Deny	Approx. 5 weeks	Approx. 10 weeks
	Allow	Approx. 10 days	Approx. 20 days

- The battery duration while the USB port continuous charging function is not used.
- The above value is the holding time at room temperature.
- As factory default, the computer automatically enters the hibernation in 16 hours after it enters the modern standby (sleep) state. This setting is recommended.

- The computer automatically enters the hibernation if the battery level becomes lower than 5 % in the modern standby (sleep) state.
- Since the sleep mode of this computer supports the modern standby mode, the battery consumption in sleep mode is large. Connect the AC adaptor before the battery level becomes zero.

Replacing the Battery Pack

The battery pack is a consumable item so the replacement will be necessary. If the battery operation time becomes noticeably short and not recovered even after recalibrating the battery, replace with a new battery.

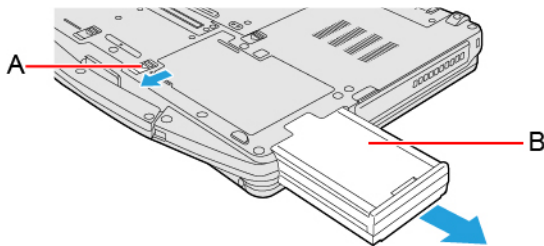
IMPORTANT

- The battery pack is not charged when you first purchase it. Be sure to charge it before using for the first time. Charging starts automatically when the AC adaptor is connected to the computer.
- Use only the specified battery pack with your computer.
- If the computer is wet, wipe them off and open the cover. Make sure to dry off the computer, replace/remove the battery pack.

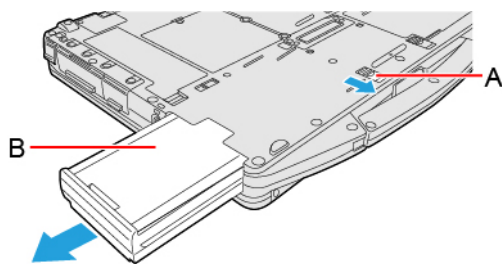
Remove the Battery Pack

When removing the battery pack after turning off the computer

1. **Turn off the computer.**
Do not use the sleep function.
2. **Turn your computer over.**
Make sure no foreign objects are under the computer.
3. **While sliding the latch (A), pull out the battery pack (B).**



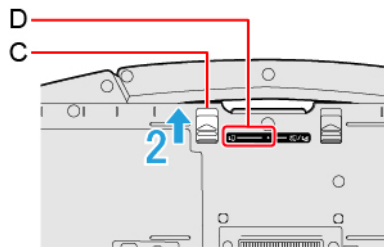
<When using second battery pack>



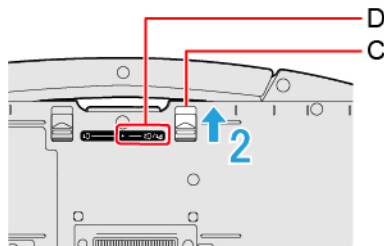
When removing the battery pack without turning off the computer

<When using multiple battery packs>

1. **Turn your computer over.**
Make sure no foreign objects are under the computer.
2. **Slide the latch (C), and check the status of battery indicator (D).**



<When using second battery pack>



If some one battery has enough remaining power or the AC adaptor is connected, you can replace the battery pack without turning off and during sleep of the computer.

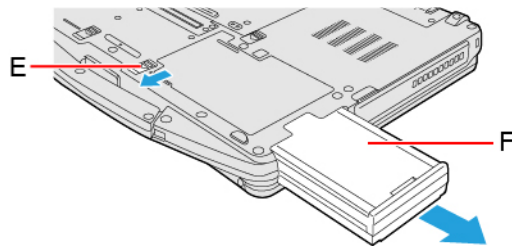
If a battery indicator lights green, you can replace the battery pack without turning off the computer.

If a battery indicator blinks red, you cannot replace the battery pack without turning off the computer. Turn off the computer before replace the battery pack.

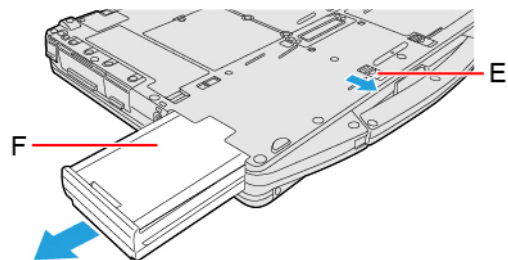
IMPORTANT

- When using two battery packs and replacing one of them, replace it quickly according to the level of batteries in use.

3. While sliding the latch (E), pull out the battery pack (F).



<When using second battery pack>

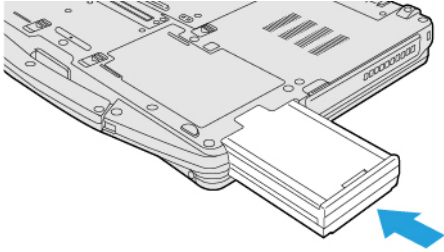


Insert the Battery Pack

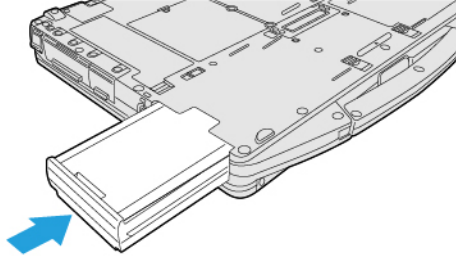
IMPORTANT

- Use only the specified battery pack with your computer.
- The battery pack is not charged when you first purchase it. Be sure to charge it before using for the first time. Charging starts automatically when the AC adaptor is connected to the computer.

1. Slide the battery pack in parallel with the arrow direction until it click to the secured position.



<When using second battery pack>



IMPORTANT

- Make sure the latches are securely locked, otherwise the battery pack may fall when you carry the computer.
- Do not remove the battery pack forcibly when the latches are locked. Doing so may damage the battery pack.

Sleep/Hibernation Functions

Starting Up Your Computer Quickly



The sleep or hibernation functions allow you to shut off the computer without closing programs and documents. You can quickly return to the programs and documents that you were working on before sleep or hibernation.

The sleep mode of this computer supports the modern standby mode.



Function	Recovery time	Power supply
Sleep	Short	Required. (If power is not supplied, all data will be lost.)
Hibernation	Rather long	Not required. (However power is slightly consumed to keep the hibernation.)

Setting Sleep or Hibernation



Sleep

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Select the setting for “When plugged in, PC goes to sleep after” or “On battery power, PC goes to sleep after” under “Sleep”.

Hibernation

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Change plan settings] of the power plan you want to change.
4. Click [Change advanced power settings].
5. Click [Sleep], and click [Hibernate after].
6. Click the item and select the setting.
7. Click [OK].

Precautions

- Connect the AC adaptor if the computer will be in sleep for a long period of time. If you cannot use the AC adaptor, use hibernation instead.
- Using sleep or hibernation repeatedly may cause malfunction of the computer. To stabilize computer operation, restart Windows regularly (about once a week) without using sleep or hibernation.
- Save the necessary data.
- Close files you have opened from removable disks and network drives.
- Do not enter sleep or hibernation in the conditions below, otherwise the data or file may be corrupted, sleep or hibernation may not work, or malfunction may occur in the computer or the peripheral devices.
 - When the extended desktop function is activated.
 - When any of the microSD memory card indicator  and the drive indicator  are on.
 - When playing/recording audio files or displaying motion video such as MPEG files.
 - When playing a DVD-Video. (only for model with optical disc drive)
 - When writing to a disc. (only for model with optical disc drive)

- When using communication software or network functions.
- When using peripheral devices.

If the computer fails to work normally, restart the computer.

- The password you set in the Setup Utility will be requested upon resuming from hibernation (but not from sleep) or fast startup, if [Password On Resume] is set to [Enabled] in the [Security] menu of the Setup Utility. To disable it, set [Password On Resume] to [Disabled].

The [Password On Resume] setting is valid when you shut down the computer by clicking  (Start) - [Power] - [Shut down].

- It may take 1 or 2 minutes to enter hibernation. Do not touch any key though the screen becomes dark.

IMPORTANT

The following problem will occur if you fail the password input (failing three times or leaving the computer unattended for one minute or more) while resuming from sleep or hibernation.

- If you fail the password input while resuming from hibernation:
 - Cannot resume from hibernation by the Task Scheduler or the operation to open the display.

Entering/Resuming from Sleep or Hibernation

The computer automatically enters sleep after:

- 10 minutes (when AC adaptor is connected) of inactivity (factory default)
- 4 minutes (when operating by battery power) of inactivity (factory default)

Entering sleep or hibernation

Using hardware functions

In order to enter sleep or hibernation by following procedure, change the power option settings first so that the “Power and sleep buttons and lid settings” operation is set to sleep or hibernation.



1. **Close the display, or press the power switch (A).**

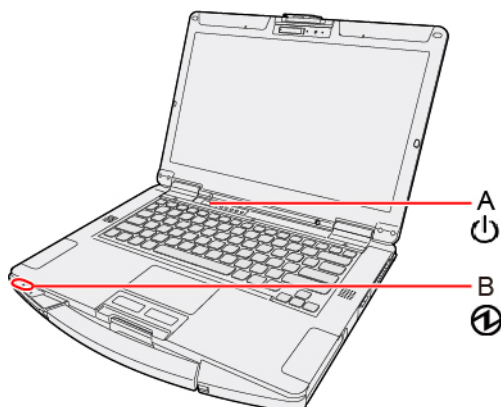
Sleep: The power indicator (B) blinks green.

Hibernation: The power indicator (B) goes off.

NOTE

- Hibernation from the Windows system menu is not available as the factory default. To enter hibernation from the Windows system menu, the following setting is necessary.

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Choose what the power buttons do].
4. Select [Hibernate] under “Power and sleep buttons and lid settings” and click [Save changes].





Using «Fn» + «F7»

If you press «Fn» + «F7», the computer enters sleep.

( [Key Combinations](#))



Using Windows functions

You can enter sleep or hibernation using Windows functions.

1. Click  (Start) -  (Power).
2. Click [Sleep] or [Hibernate].

NOTE

- Hibernation from the Windows system menu is not available as the factory default. To enter hibernation from the Windows system menu, the following setting is necessary.

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under "Related settings".
3. Click [Choose what the power buttons do] - [Change settings that are currently unavailable].
4. Add check mark for [Hibernate] and click [Save changes].

IMPORTANT

While the computer is entering sleep or hibernation

- **Do not:**
 - Touch the keyboard, touchpad, touchscreen (only for model with touchscreen), or power switch.
 - Use an external mouse or other peripheral devices.
 - Connect or disconnect the AC adaptor.
 - Close or open the display.
 - Insert and remove the microSD memory card.

Wait until the power indicator blinks green (sleep) or goes off (hibernation).

- **It may take 1 or 2 minutes to enter sleep or hibernation. Do not touch any key though the screen becomes dark.**
- **After releasing the power switch, do not operate it until the power indicator blinks or goes off.**

If you press and hold the power switch for 4 seconds or longer, the "Slide to shut down your PC" screen will appear without the computer entering sleep or hibernation.

If you press and hold it for 10 seconds or longer, the computer will turn the power off (forcibly shut down). In this case, any unsaved data will be lost.

In sleep or hibernation

- **Do not attach or remove peripheral devices. Doing so may cause malfunction.**
- **Power is consumed in sleep.**

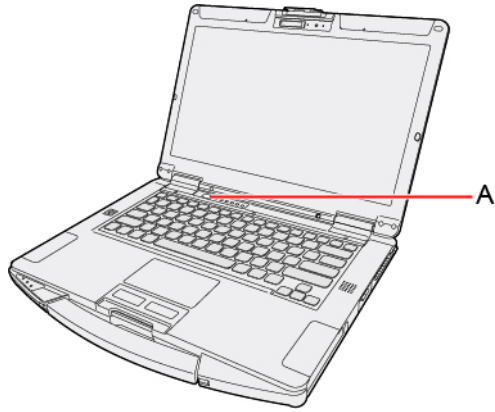
When power is exhausted, the data retained in memory will be lost. Connect the AC adaptor when the computer is in the sleep function for a prolonged time.

Resuming from sleep or hibernation

Perform one of the following operation.

- **Sleep**
 - Press the power switch (A).
 - Open the display.
 - Touch the keyboard or touchpad.
 - Touch the fingerprint reader. <Only for model with Fingerprint Reader>
- **Hibernation**

- Press the power switch (A).
- Open the display.





IMPORTANT

- **Do not perform the following operations until resuming is complete. After the display is resumed, wait approximately 15 seconds (normally) or 60 seconds (when the computer is on a network).**
 - Touch the keyboard, touchpad, touchscreen (only for model with touchscreen), or power switch.
 - Use an external mouse or other peripheral devices.
 - Connect or disconnect the AC adaptor or USB Power Delivery.
 - Close or open the display.
 - Shut down or restart Windows.
 - Enter sleep or hibernation.
 - Insert and remove the microSD memory card.
- **If the computer enters sleep while an external keyboard or external mouse is connected, touching the external keyboard keys or external mouse will resume the computer.**

Setting the password input to resume from sleep or hibernation



NOTE

- Set the password beforehand. ([➔ Setting the Windows Password](#))

1. Sign in to Windows as an administrator.
2. Click  (Start) -  (Settings).
3. Click [Accounts] - [Sign-in options].
4. Select the item under “Require sign-in”.
 - When [Windows Hello Face] is set, this is fixed to [Every Time].

Ignition Mode (Power On AC)

You can turn on the computer by connecting the AC adaptor.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”.
3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].



The computer restarts, and the Setup Utility screen appears.

4. Set [Power On AC] to [Enabled] in the [Main] menu.
5. Press « F10 », select [Yes], and press « Enter ».

Modern Standby

The sleep mode of this computer supports the modern standby mode. The modern standby mode enables applications to receive communication packets periodically even in the sleep state and also enable to resume from the low power state. Also, resume performance in modern standby mode is faster. Accordingly, more power is consumed in modern standby mode than in the conventional sleep function. When the computer is driven by the battery, it is recommended to switch the network connection as necessary.

Setting the modern standby mode in battery-driven state

1. Click  (Start) -  (Settings) - [System] - [Battery].
2. Click app that you want to change the setting, under “Battery usage per app”.
3. Select setting under “Choose when this app can run in the background:”.
[Always]: Always enabled in the background.
[Let Windows decide]: Disabled when the computer is driven by the battery.
[Never]: Disabled in the background.

NOTE

- To connect to the network in the sleep state, the application you are using needs to support the modern standby mode. Check with the application provider whether or not the application supports the modern standby mode.
- When resuming from modern standby (sleep), press the power switch.
- Even if the computer moves to the modern standby (sleep) state automatically or manually, depending on the OS state or application specifications, the application operation may continue with the display turned off.
- Unsaved data will be lost if the power supply is cut by removing both the battery pack and AC adaptor in the modern standby (sleep) state.

Panasonic PC Settings Utility

You can perform the following operations easily by using the Panasonic PC Settings Utility.

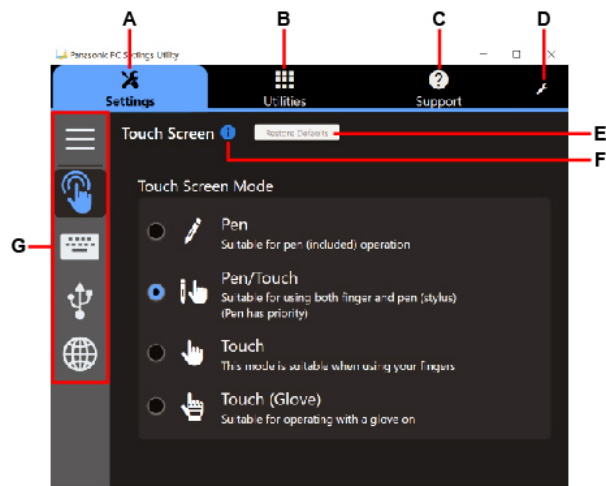
When starting up this application for the first time, connect to the Internet for initial setup. If it is first started up without Internet connection, the initial setup may take time, and several minutes may be required for startup.

Starting Panasonic PC Settings Utility


1. Click  (Start) -  (Panasonic PC Settings Utility).

You can also press **« Fn » + « 1 »** to start Panasonic PC Settings Utility.

The screen to the below appears.



- A. Settings
- B. Utilities
- C. Support
- D. This Application Settings
- E. Restore Defaults
Restore the settings to the default values.
- F. Information
Display help.
- G. Menu
Select the items.

When clicking , name of the items appears.


2. **Make the operation.**



Settings

-  Touchscreen <Only for model with touchscreen>

Touch Input:

- Touchscreen Mode:
( **Change "Touchscreen Mode"**)

-  Buttons / Keys

A1/A2/A3/A4 Key:

( [Key Combinations](#))

Fn Key:

( [Hotkey Settings](#))

-  USB

USB Charge Settings:

( [Charging USB Devices](#))

-  Network

Wireless LAN:

( [Wireless LAN](#))

eSIM Settings: <Only for the wireless WAN module EM7455/EM7430 that supports eSIM>

You can select whether to use [eSIM] or [nanoSIM card].

( [eSIM/nanoSIM Switching](#))



Utilities

You can use Panasonic applications that display icons. To use these applications, click an icon.



Support

-  System

PC Information:

[Launch PC Information Viewer]

( [Checking the Computer's Usage Status](#))

-  Battery

Battery Recalibration:

[Perform battery recalibration]

( [Correcting the Battery Display \(Battery Recalibration\)](#))

-  Manual

Manual:

[Launch Manual Selector]

For further information about the computer, you can refer to the on-screen manual.

- Operating Instructions - Reference Manual (This manual)
This manual contains the practical information to help you fully enjoy the computer's performance. Update it to the latest version using network connection.
- Important Battery Tips
The Important Battery Tips will provide you with the battery information so that you can use the battery in the optimum condition to obtain longer operation time.
- Update the on-screen manuals
This describes the procedures to update the on-screen manual.
- Connect to a network
This describes the connection procedures using the network devices mounted on this unit.
- LIMITED USE LICENSE AGREEMENT

-  Notification Settings

Urgent Notice:


[Settings]

Display the “Emergency notification setting” installation screen.

-  Troubleshooting

Fan Control Mode:

Set the fan control mode.

-  Recovery Disc Creation

Recovery Disc Creation:

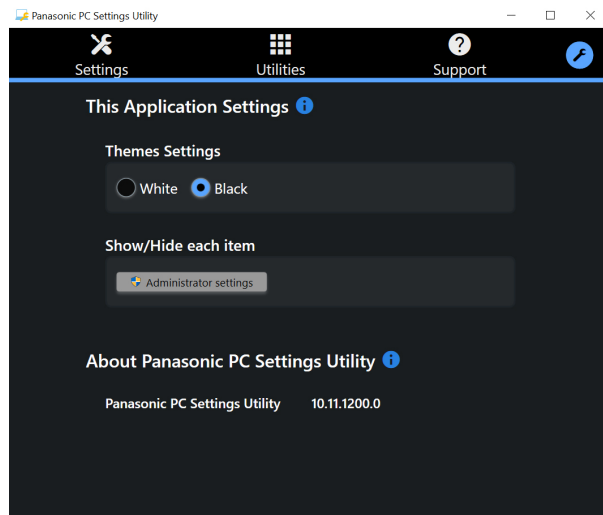
[Launch Recovery Disc Creation Utility]

( [Create a Recovery Disc](#))



This Application Settings:

- Themes Settings:
Change the skin of this utility.
- Show/Hide each item:
Click [Administrator settings] to allow you to export or import the show/hide settings.
If the “User Account Control” is displayed, click [Yes].



The new settings will be activated after restarting this application.

You can export or import the display items that can be used by XML files on this utility.

About Panasonic PC Settings Utility:

Display the version information.

LAN

Connecting LAN

IMPORTANT

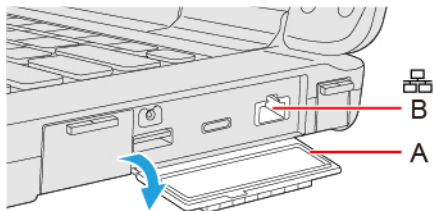
- Do not connect the telephone cable to the LAN port.

1. Turn off the computer.

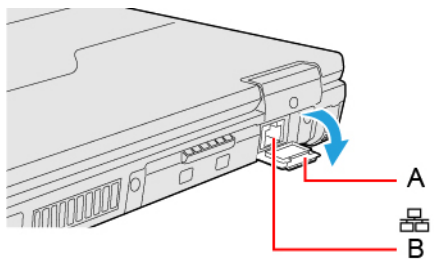
- Do not use sleep or hibernation.

2. Open the cover (A) and connect the cable.

- Connect the LAN port (B) and the network system (server, HUB, etc.) using a LAN cable.



<Only for model with 2nd LAN>



3. Turn on the computer.

Disabling/Enabling Wireless Communication

<Only for model with wireless LAN/Bluetooth/wireless WAN/GPS on wireless WAN/dedicated GPS>

There are several ways of disabling and enabling wireless communication.

- [Switching the airplane mode using << Fn >>](#)
- [Using airplane mode](#)
- [Turning wireless communication on/off quickly](#)
- [Using Network & Internet settings](#)
- [Setting \[Wireless Configuration\] in the \[Advanced\] menu of the Setup Utility](#)



NOTE

- For further information about [Wireless LAN](#).
- For further information about [Bluetooth](#).
- For further information about [Wireless WAN](#).
- For further information about [GPS](#).

Switching the airplane mode using << Fn >>

1. Press << Fn >> + << F10 >>. ( [Key Combinations](#))

Using airplane mode^{*1}

1. Click  (Start) -  (Settings) - [Network & Internet] - [Airplane mode]^{*1}.
2. To disable wireless communications, set "Airplane mode"^{*1} to [On].
To enable wireless communications, set "Airplane mode"^{*1} to [Off], and then;
 - set "Cellular" to [On] (for wireless WAN).
 - set "Wi-Fi"^{*1} to [On] (for wireless LAN).
 - set "Bluetooth" to [On] (for Bluetooth).
 - set "GPS" to [On] (for GPS) <Only for model with GPS on wireless WAN>.



^{*1} : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode]/[WiFi] may be displayed instead of [Airplane mode]/[Wi-Fi] in some language preference.)

Turning wireless communication on/off quickly




Turning on/off the Wi-Fi


1. Click  or  on the task tray.
2. To turn off the Wi-Fi, click  (Wi-Fi^{*2}).

The icon changes to , and then the icon  on the task tray changes to .

To turn on the Wi-Fi, click . Then the icon changes to .

Turning on/off the airplane mode^{*2}

1. Click  or  on the task tray.
2. To turn on the airplane mode, click  (Airplane mode).



The icon changes to , and then the icon  on the task tray changes to .

To turn off the airplane mode, click . Then the icon changes to .

^{*2} : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode]/[WiFi] may be displayed instead of [Airplane mode]/[Wi-Fi] in some language preference.)

Using Network & Internet settings

1. Click  or  on the task tray.
2. Click [Network & Internet settings].
"Network & Internet" screen appears.
3. Click the menu "Wi-Fi"^{*3}, "Cellular" or "Airplane mode"^{*3}, and turn on/off each wireless function.

^{*3} : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode]/[WiFi] may be displayed instead of [Airplane mode]/[Wi-Fi] in some language preference.)

Wireless LAN

<Only for model with wireless LAN>

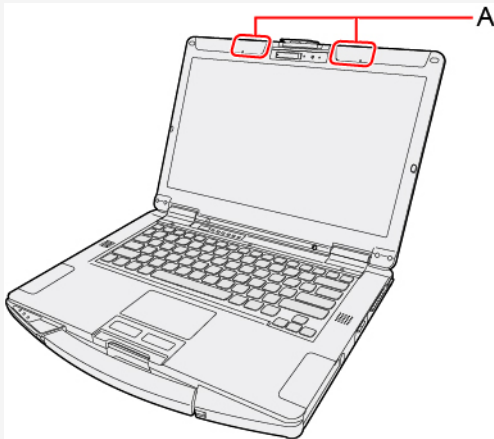
Using the wireless LAN allows for the use of network without cable connection.

IMPORTANT

- **Do not use wireless LAN on airplanes, in hospitals, or in other locations where wireless LAN signals may affect devices.**
Follow the instructions of airline companies and hospitals. If you use the computer in these locations, turn off the wireless LAN.
- **To avoid unauthorized access to the computer through wireless LAN.**
We recommend you to make security settings such as encryption before using wireless LAN.
Otherwise the disk data such as the shared files can be exposed to the risk of unauthorized access.

NOTE

- **Communication is established through the wireless LAN antenna (A). Do not block the antenna area with your hand or body.**




- **When you connect this computer to a port replicator compatible with external antenna, you can switch the internal antenna to the external antenna, or vice versa.**
- **The transmission rate will be lower when a microwave oven is used near by.**
- **To use wireless LAN, set [\[Wireless LAN\]](#) to **[Enabled]** (default) in the sub-menu of **[Wireless Configuration]** in the **[Advanced]** menu of the Setup Utility.**

Using the Wireless LAN Function

Before using a wireless LAN, turn the wireless LAN communication on.


Turning on/off the wireless LAN communication

1. To enable the wireless communication. ( [Disabling/Enabling Wireless Communication](#))

Setting the wireless LAN access point

Preparation

Follow the instruction manual of the wireless LAN access point to make settings for the access point to recognize the computer.

1. Click  on the task tray.
2. Turn the wireless LAN on.
3. Select an access point, and click **[Connect]**.

4. **Input the key you set for the access point to recognize the computer, and click [Next].**


Wait for the computer to connect to the wireless LAN access point.

When the icon on the task tray is changed to , the wireless LAN setting is complete.

NOTE





- The settings depend on the network environment. For further information, ask the system administrator or the person in charge of the network.
- If you use the stealth type wireless LAN access point which restricts automatic detection of the wireless LAN access point, take the following procedure.

If you do not perform the procedure below, you may not be able to access the wireless LAN access point automatically or the wireless LAN access point may not be displayed.

1. Click  on the task tray.
2. Turn the wireless LAN on.
3. Click [Hidden Network].
4. Click [Connect], enter the necessary information such as the network name (SSID), and click [Next].

For further information, ask the system administrator or the person in charge of the network.

Switching the frequency band of the wireless LAN

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (Network).
2. Select the frequency band under "Wireless LAN".

NOTE

- In some countries, communication using 5 GHz wireless LAN is restricted by law.
- This computer is set to enable 5 GHz wireless LAN as the factory default.
- If the frequency band is switched while the computer is connected to an access point, the connection will be temporarily interrupted.

Bluetooth

<Only for model with Bluetooth>

You can access internet and other Bluetooth devices without connecting cables.

NOTE

- Communication is established through the Bluetooth antenna (A). Do not block the antenna area with your hand or body.






- To use Bluetooth, set [Bluetooth] to [Enabled] (default) in the sub-menu of [Wireless Configuration] in the [Advanced] menu of the Setup Utility.
- The transmission rate will be lower when a microwave oven is used near by.
- When you uninstall the Bluetooth Driver, turn Bluetooth off.

Using the Bluetooth Function

Before using a Bluetooth, turn the Bluetooth communication on.


Turning on/off the Bluetooth communication

1. To enable the wireless communication. ( [Disabling/Enabling Wireless Communication](#))
2. Click  (Start) -  (Settings) - [Network & Internet] - [Airplane mode]^{*1}, and set “Airplane mode”^{*1} to [Off].
3. To turn off the Bluetooth communication, set “Bluetooth” to [Off].
To turn on the Bluetooth communication, set “Bluetooth” to [On].

*1 : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode] may be displayed instead of [Airplane mode] in some language preference.)

Checking the Bluetooth communication status

1. Click  (Start) -  (Settings) - [Devices] - [Bluetooth & other devices].

NOTE

- You can also clicking  on the task tray, and then click  (Bluetooth Devices) - [Show Bluetooth Devices] to

check the communication status.

Wireless WAN

<Only for model with wireless WAN>

The model with wireless WAN allows for data communication using the incorporated communication module.

<Only for eSIM compatible model>

The eSIM compatible model is equipped with a nanoSIM card slot and an eSIM that allows wireless communication without a nanoSIM card.

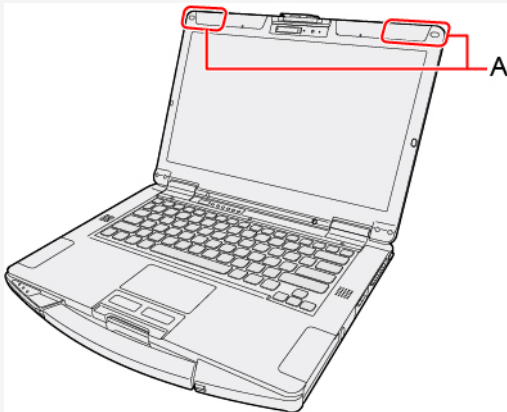
- You cannot use a nanoSIM card and eSIM at the same time.

IMPORTANT

- After performing recovery, reselect eSIM or nanoSIM card before using a wireless WAN.
- When the eSIM is replaced due to repair, the computer is returned with an eSIM in default state. In this case, the customer needs to download the profile again.
Some telecommunications carriers may allow you to continue the contract with no additional cost to use the remaining capacity. For details, contact your telecommunications carrier. In doing so, it is recommended to put down the ICCID of the profile beforehand.
- When the wireless WAN module is replaced due to repair, it is necessary to configure the eSIM setting again.

NOTE

- Communication is established through the Wireless WAN antenna (A). Do not block the antenna area with your hand or body.



- To use wireless WAN, set [\[Wireless WAN\]](#) to [\[Enabled\]](#) (default) in the sub-menu of [\[Wireless Configuration\]](#) in the [\[Advanced\]](#) menu of the Setup Utility.
- If “Device driver software was not installed correctly.” (or a similar message) appears when starting the computer or resuming from sleep or hibernation.
 - When communication works normally, Wireless WAN is operating correctly.
 - If communication fails, the device may not be recognized correctly. In this case, restart the computer.
- Do not use the nanoSIM card adapter.
- Do not insert nanoSIM cards on which labels or stickers are affixed. Failure to obey may result in malfunction.

Inserting/Removing a nanoSIM Card



<Only when using a nanoSIM card>

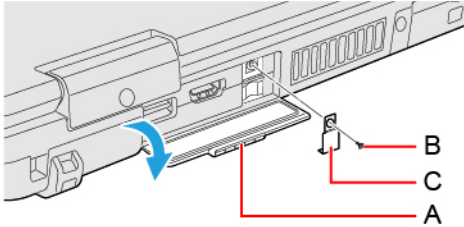
Before using the Wireless WAN, set a nanoSIM card to the nanoSIM card slot.

IMPORTANT

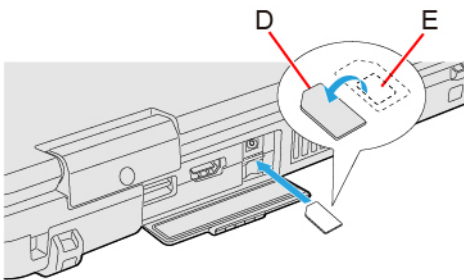
- Be sure to turn off the computer before inserting or removing the nanoSIM card.

Inserting a nanoSIM card

1. Turn off the computer and disconnect the AC adaptor.
2. Remove the battery pack. ( [Replacing the Battery Pack](#))
<When using second battery pack>
 - Remove the second battery pack. ( [Replacing the Battery Pack](#))
3. Open the cover (A).
4. Remove the screw (B) and the nanoSIM card slot cover (C).



5. Insert the nanoSIM card (D) into the nanoSIM card slot with the contact side (E) facing downward and with the cut corner oriented as shown in the illustration.



IMPORTANT

- Do not insert the nanoSIM card upside down.



6. Close the nanoSIM card slot cover (C), attach it and tighten the screw (B) firmly.
Use the PH 1 (PH #1) screwdriver.
Use 1 screw.

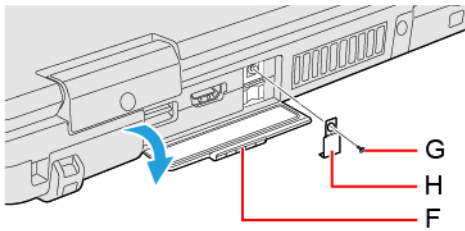
Recommended tightening torque

0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

7. Close the cover (A).
 - If the cover is not closed, the nanoSIM card may jump out when the computer falls.
8. Insert the battery pack and connect the AC adaptor.

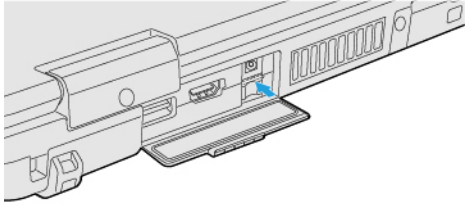
Removing a nanoSIM card

1. Turn off the computer and disconnect the AC adaptor.
2. Remove the battery pack. ( [Replacing the Battery Pack](#))
<When using second battery pack>
 - Remove the second battery pack. ( [Replacing the Battery Pack](#))
3. Open the cover (F).
4. Remove the screw (G) and the nanoSIM card slot cover (H).

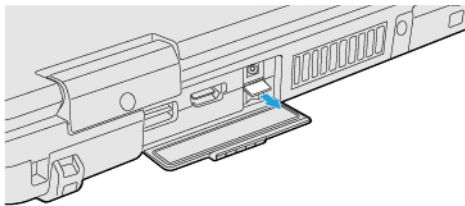


5. **Push the nanoSIM card.**

It will come out of the slot a little bit.



6. **Pull the card all the way out.**



7. **Close the nanoSIM card slot cover (H), attach it and tighten the screw (G) firmly.**

Use the PH 1 (PH #1) screwdriver.

Use 1 screw.

Recommended tightening torque
0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

8. **Close the cover (F).**

9. **Insert the battery pack and connect the AC adaptor.**

eSIM/nanoSIM Switching

<Only for the wireless WAN module EM7511 that supports eSIM>

1. Click  (Start) -  (Settings) - [Network & Internet].
2. Click [Cellular].
3. Click [SIM 1] or [SIM 2] under “Use this SIM for cellular data”.
[SIM 1]: nanoSIM
[SIM 2]: eSIM

<Only for the wireless WAN module EM7455/EM7430 that supports eSIM>

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (Network).
2. Click [eSIM] or [nanoSIM card] in “SIM” under “eSIM Settings”.
Wait a moment for the settings to switch.

Connect/Disconnect to a network



Connecting to a network

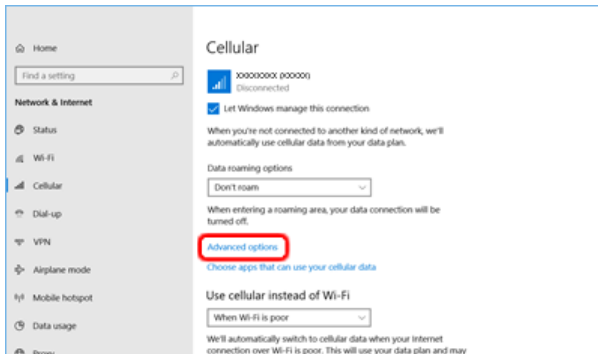
If the APN setting is completed automatically after inserting the nanoSIM card, Internet connection will be possible.

In such cases, the following settings are not necessary.

Adding an APN

If Internet connection via wireless WAN is not possible, perform the following to add an APN.

1. Click  (Start) -  (Settings) - [Network & Internet].
2. Click [Cellular].
3. Click [Advanced options].



4. Click [Add an APN].



5. Input detailed information such as APN, and then click [Save].

🏠 APN

Profile name

APN

User name

Password

Type of sign-in info

IP type

APN type

Apply this profile

For APN type, select [Internet and attach].

If [Internet and attach] cannot be selected, select [Internet].



6. Click [OK].

Internet connection will be possible.

7. If you are not connected to the Internet, select created APN profile, and then click [Apply].

NOTE



- When “Use cellular instead of Wi-Fi” is set to [When Wi-Fi is poor] (default), wireless WAN connections will be established only when there is no Internet connection via Wi-Fi.
- When using wireless WAN, perform the following to disable Airplane mode*1.

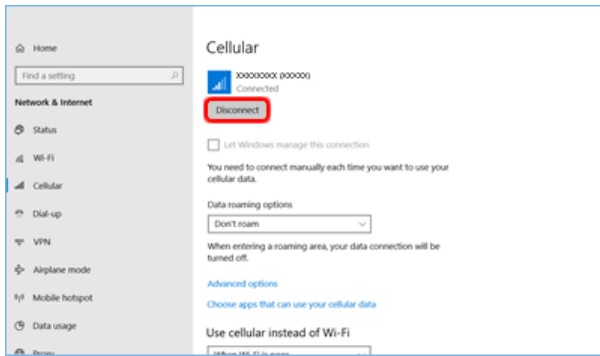
1. Click  (Start) -  (Settings) - [Network & Internet] - [Airplane mode]*1.
2. Set “Airplane mode”*1 to [Off].
3. Set “Cellular” to [On].

*1: Screen messages are explained in [English (United States)].


(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode] may be displayed instead of [Airplane mode] in some language preference.)

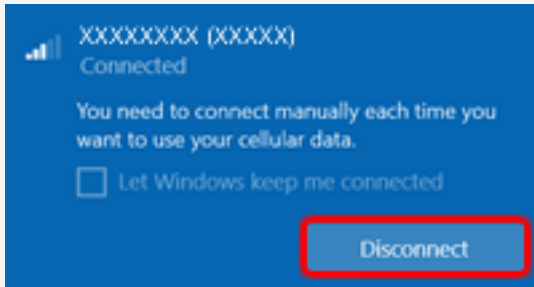
Disconnecting to a network

1. Click  (Start) -  (Settings) - [Network & Internet] - [Cellular].
2. Click [Disconnect].



NOTE

- You can also click  on the task tray, and then click [Disconnect].



GPS

<Only for model with dedicated GPS / GPS on wireless WAN>

This computer has the GPS function with the wireless WAN module, and the dedicated GPS function.

For the differences, refer to the table below.

Devices	Device name	Support system
GPS on wireless WAN	EM7511 / EM7455 / EM7430	GPS / GLONASS / BeiDou
Dedicated GPS	U-blox NEO-M8 Series	GPS / GLONASS / SBAS

<Only for model with dedicated GPS>

GPS information can be checked using the "Panasonic PC GPS Viewer".

To use the "Panasonic PC GPS Viewer", proceed the following operation.

1. Click  (Start) -  (Panasonic PC GPS Viewer).

You can start up "Panasonic PC GPS Viewer" from Panasonic PC Settings Utility. Launch Panasonic PC Settings Utility, and then click 

(Utilities) -  (GPS Viewer).

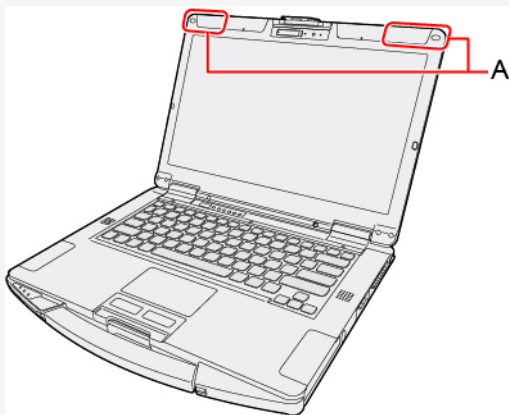
NOTE

- **Communication is established through the GPS antenna (A). Do not block the antenna area with your hand or body.**

<Only for model with dedicated GPS>



<Only for model with GPS on wireless WAN>



- **When the u-blox Virtual COM Port is included in Ports (COM & LPT) under Device Manager, the following ports cannot be used.**
 - Sierra Wireless Snapdragon™ X16 LTE-A NMEA Port

- Due to the effect of a phenomenon that weekly information transmitted by GPS is reset (GPS Week Number Rollover), wrong date values are output from the GPS module on and after the date shown on the table below. Because of this, apps, etc. that use date information from GPS will be affected by GPS Week Number Rollover.

Module	GPS Week Number Rollover transmission date
Wireless WAN (Sierra EM7430, EM7455, EM7511)	2032/12/12
Dedicated GPS (U-blox NEO-M8 Series)	2033/4/17




Saving Power

You can extend battery life and save power also during AC adaptor usage.

Reducing Power Consumption

Use the methods below to reduce power consumption.

- **Change the Power mode to “Best battery life”.**

1. Click  or  on the task tray.
2. Move the “Power mode” slider () to the left to set the “Power mode” to “Best battery life”.

- **Press «Fn» + «F1» to reduce LCD brightness.**

Reducing internal LCD brightness will reduce power consumption.

Furthermore power saving options:

- **Turn off the computer when it is not in use.**

You can also turn off only the wireless LAN or wireless WAN power.

- **Disconnect external devices (USB devices, external mouse, etc.) that are not being used.**

- **Use Sleep.**

Press «Fn» + «F7» to set the computer to sleep when you have to leave the computer.

This shuts down computer operation to reduce power consumption.



- **When using the battery, do not use applications that place a significant load on the CPU.**

Some application software may place a large burden on the CPU only with start-up and may consume power.

- **When you are using the screen saver with 3D graphics, change to another screen saver.**

To change the screen saver, right-click the desktop, click [Personalize] - [Lock screen] - [Screen saver settings] and click the title of the screen saver.



Configuring Power Saving Settings

1. Click  or  on the task tray.
2. Use the slider under “Power mode”, and select the setting.




Customizing the Power Setting

You can choose the optimum power setting for your operating condition by selecting a power plan. You can also create your own power plan.



Changing the Power Plan Setting

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Change plan settings] of the power plan you want to change.
4. Change the settings.
 - [Change advanced power settings]: You can make more detailed settings.
5. Click [Save changes].

Creating Your Own Power Setting

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Create a power plan], input the name of power plan.
The power plan is fixed to “Balanced”.
4. Click [Next].
5. Change the settings and click [Create].
 - To change the settings or to make more detailed settings. ( [Changing the Power Plan Setting](#))

Deleting the Power Plan


1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Change plan settings] of the power plan you wish to delete.
If the power plan you wish to delete is already selected, select another plan first.
4. Click [Delete this plan], and then click [OK] on the confirmation screen.

Security Measures

Use these features to protect your data.

Setting the Supervisor Password/User Password

Set the Supervisor Password before setting the User Password.

1. Start up the Setup Utility. ( [Starting the Setup Utility](#))
2. Select [Security].
3. Select [Set Supervisor Password] or [Set User Password], and press «Enter».
4. Enter your password in [Create New Password] and press «Enter».
 - When the password has been set, you need to enter your password in [Enter Current Password] and press «Enter».
 - To disable the password, leave the input field empty and press «Enter».
5. Enter your password again in [Confirm New Password] and press «Enter».
6. Press «F10», select [Yes], and press «Enter».

IMPORTANT

- Do not forget your password. If you forget your Supervisor Password, you will not be able to use your computer. Contact Panasonic Technical Support.
- When running the Setup Utility, do not leave and go away from your computer even for a short time, since other people may set or change the password.
- <Only for model with Fingerprint Reader>

When the fingerprint is registered for Windows Hello Fingerprint authentication, the registered fingerprint can be used to authenticate the Supervisor Password.

1. When fingerprint authentication screen is displayed, touch the registered finger on the fingerprint reader.



2. When authenticated, the display of the fingerprint switches as shown below and sign in to the registered user account.



- If fingerprint authentication failed three times, the computer turns off.
- If you leave the fingerprint authentication screen for approximately 1 minute, it will switch to the password input screen.
- You can switch to password input by pressing the «Esc» key.
- The registered fingerprint data will be saved in the computer. Erase the fingerprint data when reinstalling Windows, disposing or transferring the computer.



NOTE

- The password will not be displayed on the screen.
- If the [Caution] screen appears when entering the password, check the status of Num Lock and Caps Lock.
- You can use up to 32 alphanumeric characters (including spaces).
 - The case (upper/lower) is distinguished.
 - Use only the upper horizontal row of numeric keys to input your password.
 - You cannot use « Ctrl » to input a password.
- Disabling the Supervisor Password also disables the User Password.

Setting the Windows Password (Sign-in Options)

To set the password, proceed as follows.

The Windows password will be applied when you sign in to Windows, or resume the computer from the Lock screen.

1. Click  (Start) -  (Settings) - [Accounts] - [Sign-in options].
2. Click [Password] - [Add].



IMPORTANT

- Check the status of Num Lock and Caps Lock.

NOTE

- Set the key entry mode to English (“ENG”) and enter characters.

The keyboard layout can be added or changed in the following steps.

1. Click  (Start) -  (Settings) - [Time & Language] - [Language].
2. Click a language and click [Options].
3. Click [Add a keyboard] and choose a keyboard from the list.

- Remember your password. If you forget the password, you cannot use Windows. Creating a password reset disk beforehand is recommended.



Windows Hello

This function is used to sign in to Windows quickly, or perform individual authentication. To use Windows Hello, you need to set the password and PIN for sign-in options.

Using Windows Hello Face Recognition

<Only for model with camera with IR sensor>

The face recognition for Windows Hello is supported. To use Windows Hello, perform the following steps for setup.

1. Click  (Start) -  (Settings).
2. Click [Accounts] - [Sign-in options].
3. Click [Windows Hello Face] - [Set up].
4. Follow the on-screen instructions.



NOTE

- When the camera light turns on, it becomes hot. Do not touch the camera light when the light is on, and shortly after the light turns off.

Using Windows Hello Fingerprint Authentication

<Only for model with fingerprint reader>

The fingerprint recognition for Windows Hello is supported. To use Windows Hello, perform the following steps for setup.

1. Click  (Start) -  (Settings).
2. Click [Accounts] - [Sign-in options].
3. Click [Windows Hello Fingerprint] - [Set up].
4. Follow the on-screen instructions.

NOTE

- Register at least two fingers. That way, if by any chance one finger is injured, another can be used.

IMPORTANT



- To prevent scanning errors, pay attention to the following.
 - Touch the fingerprint reader with the first joint of the finger you want to register.



- In the following cases, the fingerprint reader may fail to register or authenticate.
 - You touch the fingerprint reader while sliding your finger.
 - You touch the fingerprint reader with a finger at an angle.
 - The pressing force to touch the fingerprint reader is weak.
 - The finger is dirty or scarred.
 - The finger is too wet or too dry.
- See "[Fingerprint Reader Handling](#)" for details.
- In rare cases, features necessary for fingerprint authentication may not be detected.
In such cases, try registering another finger.

Using Windows Hello PIN

A PIN is a PIN number that is set for each device such as the computer or smart phone. When you have added a PIN to the computer, you are requested to enter the PIN on the sign-in screen. To use Windows Hello, perform the following steps for setup.

1. Click  (Start) -  (Settings).
2. Click [Accounts] - [Sign-in options].
3. Click [Windows Hello PIN] - [Add].
4. Enter your account password, and click [OK].
5. Enter your PIN number in [New PIN].
6. Enter your PIN number again in [Confirm PIN], and click [OK].
7. Follow the on-screen instructions.

Preventing Your Computer from Unauthorized Use

You can set a start-up password to protect your computer from unauthorized use.

1. Set the password ( [Setting the Supervisor Password/User Password](#)), and select [Enabled] in [Password On Boot] and/or [Password On Resume] in the [Security] menu of the Setup Utility.

NOTE


- The [Password On Resume] of Setup Utility is effective when the computer was once shut down, and not effective when the computer resume from sleep.
- If the Supervisor Password or User Password has been set, the password input screen will be displayed on starting-up of the Setup Utility even though [Password On Boot] and/or [Password On Resume] is set to [Disabled]. If you set [Password On Boot] to [Enabled] and set [Password on Reboot] to [Same as Boot], password input will also be required at Windows restart. ([Same as Boot] is the default setting.)

Preventing Your Flash Memory Drive from Being Read or Written

The flash memory lock function protects the flash memory data from being read or written when the flash memory is attached to another computer. The data can be read/written when the flash memory is returned to the original computer. (Note that the flash memory lock does not guarantee complete protection of the data.)

1. Select [Set Storage Password] in the sub-menu of [Storage Security Configuration (ATA)] in the [Security] menu of the Setup Utility.
2. Enter your password in [Create New Password] and press <<Enter>> .
 - When the password has been set, you need to enter your password in [Enter Current Password] and press <<Enter>> .
 - To disable the password, leave the input field empty and press <<Enter>> .
3. Enter your password again in [Confirm New Password] and press <<Enter>> .

IMPORTANT

- You cannot use the flash memory lock function without setting the Supervisor Password. Set the Supervisor Password beforehand ( [Setting the Supervisor Password/User Password](#)).
- When you have your flash memory drive repaired.
 - Contact Panasonic Technical Support.
 - Before sending back the flash memory drive, be sure to disable the Storage Password and Supervisor Password.

NOTE

- The password will not be displayed on the screen.
- If the [Caution] screen appears when entering the password, check the status of Num Lock and Caps Lock.
- You can use up to 32 alphanumeric characters (including spaces).
 - The case (upper/lower) is distinguished.
 - Use only the upper horizontal row of numeric keys to input your password.
 - You cannot use <<Ctrl>> to input a password.
- The flash memory lock function works with the built-in flash memory. It does not work with the external hard disk.
- We recommend you to set [Password On Boot] to [Enabled] to ensure security though it is not required to enable the flash memory lock.
- Note that the flash memory lock does not guarantee complete protection of the data.
- When [Storage Password (ATA)] is displayed, enter the Storage Password.

<Only for model with optical disc drive>

Disabling Optical disc drive

Disable optical disc drive (optional) operation to prevent the drive from being read/written and from being used to start the computer.

1. Select [Disabled] in [Optical Drive] in the [Advanced] menu of the Setup Utility.

NOTE

- This does not work for commercially available optical drive.

Disabling USB Devices

Disable USB flash Memory operation to prevent the drive from being read/written and from being used to start the computer.

You can protect your data from unauthorized access or accidental overwriting.

1. Select **[Disabled]** in **[USB Port (Type-C)]/[USB Port (Type-A)]/[Port Replicator]** in the **[Advanced]** menu of the **Setup Utility**.

<Only for model that supports TPM>

Device encryption

Using device encryption can protect folders or files from illegal accesses in the case the computer is lost or stolen. This computer supports the “Device encryption” function. This function is set to on as factory default, however, the encryption is not completed yet. To complete the encryption, you need to sign in with your “Microsoft account”. Follow the instruction of the system administrator to complete the setting.

NOTE

- **When you execute [Create a system image] while signed into your Microsoft account with “Device encryption” enabled, the “You have chosen to back up drive c: which is encrypted. The backup location will not be encrypted. Make sure the backup is kept in a physically secure location.” warning message may appear.**

When attempting to recover a backup created under the above conditions, the “System Image Recovery” screen will appear and entry of the recovery key will be required. In such cases, use the recovery key that you previously printed or saved to a file, or perform the following to acquire the recovery key.

1. Access the “<http://go.microsoft.com/fwlink/p/?LinkId=237614>” URL on a device connected to the Internet (e.g., another computer or tablet), and sign into your Microsoft account.

If multiple recovery keys are displayed, acquire the recovery key for the key ID that appears on the “System Image Recovery” screen.

- **Backups created with [Create a system image] are not encrypted. Physically store the media on which the backup is stored in a safe location.**
- **The backup recovery procedure will complete when you connect to the Internet, and a new recovery key will be created at that point.**
- **Additionally, entry of the recovery key will be required when restoring restore points or during startup in safe mode, for example. In such cases, perform the above procedure to acquire the recovery key.**

Other security measure

• About Secure Boot

“Secure Boot” is a function that protects your computer by prohibiting Operating System other than those permitted under factory default conditions from being executed during startup.

When performing [Clear Secure Boot Keys] to use Secure Boot.

<When using the function of Microsoft_DeviceGuard/CredentialGuard>*1

- Select [Install default Secure Boot keys (Device Guard Ready)].

<When not using the function of Microsoft_DeviceGuard/CredentialGuard>

- Select [Install default Secure Boot keys].

For further information, ask the system administrator.

*1 : It is not supported by the factory OS.

• About TPM


<Only for model that supports TPM>

TPM (Trusted Platform Module) is a security chip aimed at high level cryptographic processing and secure storage of encryption keys (ex. BitLocker Drive Encryption).

In the file encryption using the TPM, encryption keys can be stored on a TPM chip separated from the internal disk. This will allow you to increase the security level.

To use the TPM function, perform the following steps.

For more information about the usage, follow the instructions by a system administrator.

1. Click  (Start) - [Windows System] - [Control Panel] - [System and Security] - [BitLocker Drive Encryption].
2. Click [TPM Administration].

Concealed Mode

You can make your computer inconspicuously using the concealed mode.

You can select on/off of LCD Backlight, LED, Sound, Wireless Radio and Backlit Keyboard.

IMPORTANT

- [Concealed Mode] is set to [Enabled] as the factory default.
- The camera indicator cannot be turned off.

Switching the concealed mode

1. Press **«Fn» + «F8»**. ( [Key Combinations](#))

NOTE

- If you press keys in succession, the concealed mode may not be switched. More than 4 seconds interval is necessary to switch on/off.

Disabling/Enabling the concealed mode

This function is effective when the computer is restarted.

1. Set [\[Concealed Mode\]](#) to [Enabled] or [Disabled] in the sub-menu of [\[Concealed Mode Configuration\]](#) in the [Main] menu of the [Setup Utility](#).

Change the settings

This function is effective when the computer is restarted.

1. You can change the devices turned on/off in [\[Concealed Mode Configuration\]](#) with [Setup Utility](#). You can change the trigger key in [\[Trigger Key\]](#).

NOTE

- **«Fn» + «F8»** key is always enabled.
- When set [\[LCD Backlight\]](#) to [Minimum] and [\[LED\]](#) to [ON], the LED becomes dark.

Panasonic PC Day Night Mode Utility

Starting Panasonic PC Day Night Mode Utility

1. Click  (Start) -  (Panasonic PC Day Night Mode Utility).

The Panasonic PC Day Night Mode Utility starts up, and the following screen is displayed.



A. Manual

Switch between [Day Mode] and [Night Mode].

When [Manual] of “Panasonic PC Day Night Mode Utility” is selected, « Fn » + « 3 » is enabled.

B. Auto Timer

Specify the time period to switch to the Night Mode.

C. Auto Light Sensor <Only for model with camera>

Set the brightness to automatically switch to the Night Mode.

NOTE

- If the computer is not equipped with an ambient light sensor, it cannot be set.

D. Display Effect

Change the color of display.

Color is inverted when you add a check mark to [Inverted].

E. Display Brightness

Change the brightness of the display screen.

If you remove the check mark, the settings will not be reflected.

F. Backlit Keyboard <Only for model with backlit keyboard>

Change the brightness and color of the Backlit Keyboard.



If you remove the check mark, the settings will not be reflected.

G. Restore Defaults

Return all the settings to the default values.

NOTE



- When using the “Panasonic PC Day Night Mode Utility”, confirm that “Night light” is set to [Off].
You can check with the following procedure.

1. Click  (Start) -  (Settings) - [System] - [Display].
2. Set "Night light" to [Off], and remove the check mark from [Change brightness automatically when lighting changes] under "Brightness and color".

Setup Utility

You can make the settings of the computer's operating environment (password settings, startup drive selection, etc.)

Starting the Setup Utility

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup"*1.

*1: Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Advanced start-up] may be displayed instead of [Advanced startup] in some language preference.)

3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

The computer restarts, and the Setup Utility screen appears.

When [Enter Password] is displayed, enter your password.

When you start the Setup Utility with Supervisor Password

- You can make the settings of all items of the Setup Utility.

When you start the Setup Utility with User Password

- Note the following:
 - In the [Advanced] and [Boot] menus, you cannot make the settings of all items.
 - In the [Security] menu, you can change only the User Password when [User Password Protection] is set to [No Protection]. You cannot delete the User Password.
 - In the [Exit] menu, you cannot make the setting of [Load Default Values] and [Boot Override].

NOTE

- Setup Utility screen is displayed on the internal LCD even when an external display is connected to the computer as the factory default. However, if the LID (display) is closed, it will come to be displayed on an external display.

Information Menu

Underlined items are the factory presets.

Language	<u>English</u> French Japanese
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Product Information

Model No Serial No	Computer information (cannot be changed.)
▶ Expansion Areas	Enter the sub-menu.

Sub-menu (Expansion Areas)

Expansion Areas

Rear Expansion Area Model No Serial No	Computer information (cannot be changed.)
--	---

Front Expansion Area Model No Serial No	Computer information (cannot be changed.)
---	---

TOUGHBOOK Universal Bay Model No Serial No	Computer information (cannot be changed.)
--	---

Option Configuration ID	Computer information (cannot be changed.)
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System Information

Processor Type Memory Size Storage	Computer information (cannot be changed.)
--	---

BIOS Information

▶ Firmware Information	Enter the sub-menu.
------------------------	---------------------

Sub-menu (Firmware Information)

Firmware Information

BIOS BIOS Configuration Embedded Controller Intel(R) ME Firmware LAN Firmware (NVM) Embedded Security (TPM) Intel(R) ISH PD Controller	Computer information (cannot be changed.)
---	---

Accumulative Operating Time Access Level	Computer information (cannot be changed.)
---	---

Main Menu

Underlined items are the factory presets.

System Date <ul style="list-style-type: none">Day of the Week, Month/Day/Year.You can use « Tab » to move the cursor.	[<u>xxx xx/xx/xxxx</u>]
System Time <ul style="list-style-type: none">24-hr. style.You can use « Tab » to move the cursor.	[<u>xx:xx:xx</u>]

Main Configuration

10-Key Mode <ul style="list-style-type: none"> Select the behavior of the 10-key area of the keyboard. When [NumLock] is selected, the 10-key area works as a number pad when Num Lock LED is on. When [Fn Key] is selected, the 10-key area works as a number pad when the « Fn » key is held, and Num Lock LED is on. 	<u>NumLock</u> Fn Key
Battery Charging Indicator	<u>On Continuous</u> Flashing
Power On AC	<u>Disabled</u> Enabled
LID Switch	Disabled <u>Enabled</u>
▶ Concealed Mode Configuration <ul style="list-style-type: none"> The sub-menu appears when this item is selected. 	Enter the sub-menu.

Sub-menu (Concealed Mode Configuration)

Concealed Mode Configuration

Concealed Mode	Disabled <u>Enabled</u>
LCD Backlight <ul style="list-style-type: none"> Can be changed only when [Concealed Mode] is set to [Enabled]. 	OFF <u>Minimum</u> ON
LED <ul style="list-style-type: none"> Can be changed only when [Concealed Mode] is set to [Enabled]. Except for the camera indicator and the LED of external devices. 	<u>OFF</u> ON
Sound <ul style="list-style-type: none"> Can be changed only when [Concealed Mode] is set to [Enabled]. 	<u>OFF</u> ON
Wireless Radio <ul style="list-style-type: none"> Can be changed only when [Concealed Mode] is set to [Enabled]. 	OFF <u>ON</u>
Backlit Keyboard <ul style="list-style-type: none"> Only for model with Backlit Keyboard. Can be changed only when [Concealed Mode] is set to [Enabled]. 	OFF <u>ON</u>
Trigger Key <ul style="list-style-type: none"> Can be changed only when [Concealed Mode] is set to [Enabled]. Select the key combination to turn on/off the concealed mode. When [F8] is selected, pressing « F8 » turns on/off the concealed mode. 	<u>Fn+F8</u> F8
▶ Fan Diagnostics	Enter the sub-menu. Press « Enter » to start fan test.
▶ USB Charge Settings	Enter the sub-menu.

Sub-menu (USB Charge Settings)

■ USB Charge Settings

Always on Charging	<u>Disabled</u> Enabled
Quick Charging	<u>Disabled</u> Enabled

▶ Backlit Keyboard Settings	Enter the sub-menu.
-----------------------------	---------------------

Sub-menu (Backlit Keyboard Settings)

■ Backlit Keyboard Settings

Toggle Color 1	<u>Red</u> Green Blue White Custom
----------------	--

■ Custom

Red Green Blue <ul style="list-style-type: none">• Can be changed only when [Toggle Color 1] is set to [Custom].• Specify [Red], [Green], and [Blue] colors with numbers from [0] to [255], or use << F5 >> / << F6 >> keys to set them.	0 to 255
--	----------

Toggle Color 2	Red Green Blue <u>White</u> Custom
----------------	--

■ Custom

Red Green Blue <ul style="list-style-type: none">• Can be changed only when [Toggle Color 2] is set to [Custom].• Specify [Red], [Green], and [Blue] colors with numbers from [0] to [255], or use << F5 >> / << F6 >> keys to set them.	0 to 255
--	----------

■ Backlight Timeout (seconds)

On Battery Power	<u>None</u> 5 10 15 30 60
------------------	--

Plugged in	<u>None</u> 5 10 15 30 60
------------	--

▶ Optional Kit Configuration <ul style="list-style-type: none"> Normally do not change this setting. 	Enter the sub-menu. A separately provided password is required to enter the sub-menu.
---	--

Advanced Menu

Underlined items are the factory presets.

▶ CPU Configuration <ul style="list-style-type: none"> The sub-menu appears when this item is selected. 	Enter the sub-menu.
--	---------------------

Sub-menu (CPU Configuration)

■ CPU Configuration

Intel(R) Hyper-Threading Technology <ul style="list-style-type: none"> Can be changed only when [Intel(R) Trusted Execution Technology] is set to [Disabled]. 	Disabled <u>Enabled</u>
Intel(R) Virtualization Technology <ul style="list-style-type: none"> Can be changed only when [Intel(R) Trusted Execution Technology] is set to [Disabled]. Can be changed only when [Intel(R) VT-d] is set to [Disabled]. 	Disabled <u>Enabled</u>
Intel(R) VT-d <ul style="list-style-type: none"> Can be changed only when [Intel(R) Trusted Execution Technology] is set to [Disabled]. 	Disabled <u>Enabled</u>
Intel(R) Trusted Execution Technology <ul style="list-style-type: none"> Can be changed only when [Intel(R) VT-d] is set to [Enabled]. 	Disabled <u>Enabled</u>
Intel(R) Total Memory Encryption	<u>Disabled</u> Enabled

■ Peripheral Configuration

▶ Serial Port Settings <ul style="list-style-type: none"> The sub-menu appears when this item is selected. Used to configure the serial port. 	Enter the sub-menu.
---	---------------------

Sub-menu (Serial Port Settings)

■ Serial Port Settings

Serial Port <ul style="list-style-type: none"> Only for model with serial port. 	Disabled Enabled <u>Auto</u>
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Optical Drive <ul style="list-style-type: none"> Only for model with optical disc drive. 	Disabled <u>Enabled</u>
LAN	<u>Enabled</u> Disabled
Power On by LAN <ul style="list-style-type: none"> Can be changed only when [LAN] is set to [Enabled]. 	<u>Deny</u> Allow
LAN (2nd) <ul style="list-style-type: none"> Only for model with 2nd LAN. 	Disabled <u>Enabled</u>

▶ Wireless Configuration <ul style="list-style-type: none"> The sub-menu appears when this item is selected. 	Enter the sub-menu.
---	---------------------

Sub-menu (Wireless Configuration)

■ Wireless Configuration

Wireless Switch	Disabled <u>Enabled</u>
Wireless LAN <ul style="list-style-type: none"> Only for model with wireless LAN. Can be changed only when [Bluetooth] is set to [Disabled]. 	Disabled <u>Enabled</u>
Bluetooth <ul style="list-style-type: none"> Only for model with Bluetooth. Can be changed only when [Wireless LAN] is set to [Enabled]. 	Disabled <u>Enabled</u>
Wireless WAN <ul style="list-style-type: none"> Only for model with wireless WAN. 	Disabled <u>Enabled</u>
GPS <ul style="list-style-type: none"> Only for model with dedicated GPS. 	Disabled <u>Enabled</u>

microSD Card Slot	Disabled <u>Enabled</u>
Smart Card <ul style="list-style-type: none"> Only for model with Smart Card slot. 	Disabled <u>Enabled</u>

USB Port (Type-C) <ul style="list-style-type: none"> Only for model with USB Type-C. 	Disabled <u>Enabled</u>
USB Port (Type-A)	Disabled <u>Enabled</u>
Port Replicator	Disabled <u>Enabled</u>
Camera <ul style="list-style-type: none"> Only for model with camera. 	Disabled <u>Enabled</u>

Boot Menu

Underlined items are the factory presets.

Boot Mode <ul style="list-style-type: none">If the startup from USB devices is not possible, set [Compatible] and retry. However, setting [Compatible] will require longer time to display the Windows boot screen than setting [Normal].	<u>Normal</u> Compatible
---	-----------------------------

UEFI Priorities

Boot Option #1 - #5	Windows Boot Manager Windows Recovery Environment Recovery Partition UEFI: IPv4 Intel(R) Ethernet Connection (13) I219-LM UEFI: IPv6 Intel(R) Ethernet Connection (13) I219-LM Disabled
---------------------	--

UEFI Boot Device Control

Set whether to enable or disable the startup of each device.

UEFI Boot from Storage	Disabled <u>Enabled</u>
UEFI Boot from Optical Drive <ul style="list-style-type: none">Only for model with optical disc drive.	Disabled <u>Enabled</u>
UEFI Boot from LAN	Disabled <u>Enabled</u>
UEFI Boot from USB and others	Disabled <u>Enabled</u>

Changing the boot order

- [Boot Option] for [UEFI Boot Device Control] shows the boot device recognized by Firmware (BIOS).
- Boot from a device or not can be selected at [UEFI Priorities], device by device.
- You can select the boot device during start-up of the computer, too. Press << Esc >> key soon after "Panasonic" boot screen is displayed. "Boot Menu" appears and you can select the device. To use this function, set [Boot Popup Menu] to [Enabled].

Security Menu

Underlined items are the factory presets.

Boot Prompt Configuration

Boot Popup Menu	Disabled <u>Enabled</u>
Password On Boot <ul style="list-style-type: none">The shutdown when the fast startup is enabled, this function is ineffective.	Disabled <u>Enabled</u>
Password On Reboot	Disabled <u>Same as Boot</u>

<p>Password On Resume</p> <ul style="list-style-type: none"> • Can be changed only when [Password On Boot] is set to [Enabled]. • This function is effective when the computer is restarted after a shutdown (when fast startup is enabled) and when the computer resumes from hibernation, but not when it resumes from sleep. 	<p>Disabled <u>Enabled</u></p>
<p>Set Supervisor Password</p>	<p>Enter the password.</p>
<p>User Password Protection</p>	<p><u>No Protection</u> Protected</p>
<p>Set User Password</p> <ul style="list-style-type: none"> • Can be changed only when [Set Supervisor Password] is set. 	<p>Enter the sub-menu.</p>
<p>▶ Storage Security Configuration (ATA)</p> <ul style="list-style-type: none"> • Can be changed only when [Set Supervisor Password] is set. • Sub-menu items: <ul style="list-style-type: none"> • Sub-Menu Protection • Security Policy • Set Storage Password • Storage Security Status (Depending on the models, this item is displayed differently.) 	<p>Enter the sub-menu.</p>
<p>▶ Embedded Security (TPM)</p> <ul style="list-style-type: none"> • Only for model that supports TPM. • Can be changed only when [Set Supervisor Password] is set. • Sub-menu items: <ul style="list-style-type: none"> • Sub-Menu Protection • TPM State (Depending on the models, this item is not displayed.) • Pending TPM operation When [Clear TPM Owner] is selected, clear owner information in the TPM chip. Use for discarding and transferring this product. If you select [Clear TPM Owner] when the BitLocker is effective, you may need to reinstall OS. • Block SID Authentication 	<p>Enter the sub-menu.</p>
<p>▶ Fingerprint Security</p> <ul style="list-style-type: none"> • Only for model with Fingerprint Reader. • Can be changed only when [Set Supervisor Password] is set. • Sub-menu items: <ul style="list-style-type: none"> • Sub-Menu Protection • Power-on Security • Clear the fingerprint data 	<p>Enter the sub-menu.</p>
<p>▶ AMT Configuration</p> <ul style="list-style-type: none"> • Only for model that supports Intel(R) AMT. • Can be changed only when [Set Supervisor Password] is set. 	<p>Enter the sub-menu.</p>
<p>▶ Secure Boot</p> <ul style="list-style-type: none"> • The sub-menu appears when this item is selected. • If you change factory default setting, preinstalled-OS may not operate correctly. 	<p>Enter the sub-menu.</p>

<p>▶ Absolute Persistence(R) Module</p> <ul style="list-style-type: none"> • Absolute(R), formerly Absolute Computrace(R), is a service designed to help track devices and provide recovery services in the event a device is lost or stolen. 	<p>Enabled Disabled Permanently Disabled*2</p>
--	--

*2 : When [Permanently Disabled] is selected, this setting cannot be used again.

<p>▶ Secure Wipe</p> <ul style="list-style-type: none"> • Can be changed only when [Set Supervisor Password] is set. • Sub-menu items: <ul style="list-style-type: none"> • Start "Secure Wipe" 	<p>Enter the sub-menu.</p>
---	----------------------------

Exit Menu

Save Values and Reboot	To reboot the system after saving the changes.
Reboot Without Saving Changes	To reboot the system without saving the changes.

■ Save Options

Save Current Values	To save the changes for all Setup options.
Load Previous Values	To load previous values for all Setup options.

Load Default Values	To return the settings to the default values.
---------------------	---

■ Boot Override

Windows Boot Manager	Boot from preinstalled OS.
Recovery Partition	Erase your flash memory or restore the computer to its original factory default image.
UEFI: IPv4 Intel(R) Ethernet Connection (13) I219-LM	Boot from LAN device (IP4).
UEFI: IPv6 Intel(R) Ethernet Connection (13) I219-LM	Boot from LAN device (IP6).
Windows Recovery Environment	Boot from Windows Recovery Environment.

Depending on the hardware constructions, some device name are different.

▶ Diagnostic Utility	Execute Diagnostic Utility.
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Handling and Maintenance

Operation environment

- Place the computer on a flat stable surface not subject to shock, vibration, and danger of dropping. Do not place the computer upright or turn it over. If the computer is exposed to an extremely strong impact, it may become damaged.

- Operating environment

Temperature:


- Operation : -10 °C to 50 °C {14 °F to 122 °F} (IEC60068-2-1, 2)*¹
- Storage : -20 °C to 60 °C {-4 °F to 140 °F}

Humidity:

- Operation : 30 % to 80 % RH (No condensation)
- Storage : 30 % to 90 % RH (No condensation)

Even within the above temperature/humidity ranges, operation for a long time in extreme environments, smoking nearby, or operation in places where oil is used or where there is a lot of dust will result in the product deterioration and will shorten the product life.

If the computer is wet in temperatures of 0 °C {32 °F} or below, freeze damage may occur. Make sure to dry off the computer in such temperatures.

*1 : Do not expose the skin to this product when using the product in a hot or cold environment. ( OPERATING INSTRUCTIONS - Read Me First "Safety Precautions")

- Do not place the computer in the following areas, otherwise the computer may be damaged.
 - Near electronic equipment. Image distortion or noise may occur.
 - In extremely high or low temperature.
- As the computer can become hot during operation, keep it away from items that are sensitive to heat.

Handling cautions

This computer is designed to minimize shock to parts such as the LCD and the flash memory drive and equipped with a drip-proof keyboard, but no warranty is provided against any trouble caused by shock. Be extremely careful when handling the computer.

- When carrying the computer:
 - Turn off the computer.
 - Remove all external devices, cables and other protruding objects.
 - Remove a disc in the optical disc drive.
 - Do not drop or hit the computer against solid objects.
 - Do not leave the display open.
 - Do not grip the display part.
- Do not put anything (e.g., a piece of paper) between the display and keyboard.
- When you board an airplane, take the computer with you and never put it in your checked luggage.
- When using the computer on airplane, follow the airline's instructions.
- When carrying a spare battery, put it in a plastic bag to protect its terminals.
- Be careful not to get injured by dropping or getting hit when carrying the computer.
- Use only the pen (included) to touch the screen. Do not place any object on its surface and do not press down strongly with sharp-pointed or hard objects that may leave marks (e.g., nails, pencils and ball point pens).
- The touchpad is designed to be used by fingertip. Do not place any object on its surface and do not press down strongly with sharp-pointed or hard objects that may leave marks (e.g., nails, pencils and ball point pens).
- Avoid any harmful substances such as oil from getting into the touchpad. The pointer may not work correctly.
- Touch the screen with the pen (included) or your fingers.
When touching the screen, use only the pen (included) or your fingers on the surface.

Touching the screen with an object other than the pen (included) or your fingertip (a fingernail or metal object, or other hard or sharp objects that may leave a mark) may scar or stain the surface, causing the malfunction.

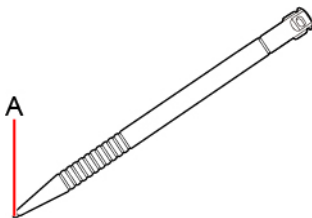
- Do not apply too much pressure when operating the screen.
Only a light touch is required to operate the screen. Applying too much pressure may damage the surface.
- Do not use the screen when dust or dirt (e.g., oil) is on the screen.
Otherwise foreign particles on the screen/pen (included) can scratch the screen surface or obstruct the pen (included) operation.

Handling the screen

- Do not apply strong pressure to the screen outside of the LCD display.
Applying strong pressure to the screen outside of the display area may result in malfunctions or damage to the LCD screen.
- Do not apply excessive force to the screen.
Do not lift the computer while holding the LCD screen, or allow the screen to be twisted. Do not place any objects on the LCD screen. Any of the above may cause the screen glass to break, or may damage the LCD screen.
- Operation response may be slower in low temperature environments.
The screen may respond to operations more slowly when using the computer in temperatures less than 5 °C {41 °F}, but this is not a malfunction. Response time will return to normal when the computer is returned to room temperature.
- If the pointer jumps to a location other than where the screen was touched, or if the LCD resolution changes, recalibrate the screen.
Perform the procedure of "[Calibrating the Screen](#)".

Handling the pen (included)

- Clean the pen (included) tip and screen prior to operation.
Foreign particles can scratch the screen and impede the operation of the pen (included).
- Use only the pen (included) to touch the screen.
Using it for any other purpose may damage the pen (included) and result in scratches on the screen.
- The pointer cannot follow the pen (included) movement if you move the pen (included) too quickly.
- Do not apply excessive force to the tip of pen.
If excessive force is applied to the pen tip (A), the screen may be damaged, or the pen tip (A) will be easily damaged or deteriorate. Also, leaving the pen tip (A) for a long period of time with pressure applied may cause operational errors or deterioration. Do not apply excessive force to the pen tip (A) since it can be operated with light force.



When using peripheral devices

Follow these instructions and this manual to avoid any damage to the devices. Carefully read the instruction manuals of the peripheral devices.

- Use the peripheral devices conforming to the computer's specifications.
- Connect to the connectors in the correct direction.
- If it is hard to insert, do not try forcibly but check the connector's shape, direction, alignment of pins, etc.
- If screws are included, fasten them securely.
- Remove the cables when you carry the computer. Do not pull the cables forcibly.

Preventing your computer from unauthorized use via wireless LAN/Bluetooth/wireless WAN

<Only for model with wireless LAN/Bluetooth/wireless WAN>

- Before using wireless LAN/Bluetooth/wireless WAN, make the appropriate security settings such as data encryption.

When the battery indicator does not light on

The battery indicator may not light on even if the AC adaptor and the battery pack are correctly connected to the computer, due to the following reasons.

- The AC adaptor's protection function may be working. In this case, pull out the AC cord and wait for more than 1 minute before reconnecting the AC cord.

Maintenance

If drops of water or other stains get on the surface of the LCD panel, wipe them off immediately. Failure to do so may result in staining.

Cleaning the LCD panel

The screen is specially treated to prevent dirt from adhering to the surface. Also, to improve the outdoor visibility of the display, a low reflection coating has been added.

When removing the dirt on the screen surface, use only an approved soft cloth (included) in order to avoid scratches and peeling of the coating.

Before using the computer, be sure to read the instructions provided below.

- Be sure to wipe the LCD display to remove fingerprints, etc., with the soft cloth (included).
- The included soft cloth is designed for cleaning the LCD surface. Do not wipe areas other than the LCD display with it.

- How to use the soft cloth

- Use the soft cloth when it is dry. Do not apply water or solvents to the soft cloth.

- First, lightly wipe foreign particles and dust adhering to the LCD display on one side of the soft cloth. Do not use force, since the LCD surface may be damaged with the foreign particles or dust.

Next, wipe off fingerprint, etc., with the other side of the soft cloth.

After wiping off foreign particles and dust, wash the soft cloth (refer to the following) to remove the foreign particles and dust from the soft cloth.

- When the soft cloth becomes dirty, wash it with neutral detergent. Do not use bleach or a fabric conditioner (softener), or carry out sterilization by boiling.
- If the LCD gets wet, wipe the surface lightly with the soft cloth.
- Before wiping the LCD display, the computer must be turned off.

- Clean the screen while the computer is powered off.

Cleaning the screen while the power is on may cause the computer to malfunction. Also, dirt on the screen is easier to see when the computer is powered off, and so is easier to clean.

- Wash the soft cloth when it becomes dirty.

When the soft cloth becomes dirty, wash it with mild detergent. Do not use bleach or fabric conditioner (softener), or try to sterilize the cloth by boiling.

If the soft cloth is dirty, it may be ineffective in cleaning the screen, and in fact may cause dirt to adhere to the screen.

- Check the following to prevent the surface of the screen from being scratched.

- Are you using your fingers or the pen (included) to operate the screen?
- Is the surface clean?
- Is the soft cloth clean?
- Are your fingers clean?
- Are you using the pen (included) with the tip extended?
- Is the tip of the pen (included) clean?

Cleaning areas other than the LCD panel

Wipe with a soft dry cloth such as gauze. When using detergent, dip a soft cloth in water-diluted detergent and wring it thoroughly.



IMPORTANT

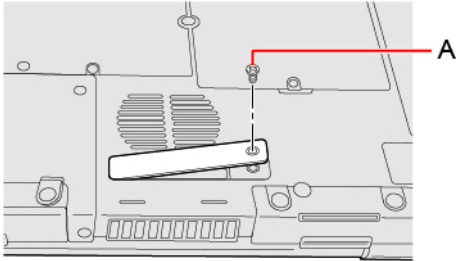
- **Do not use benzene, thinner, or rubbing alcohol since it may adversely affect the surface causing discoloration, etc. Do not use commercially available household cleaners and cosmetics, as they may contain components harmful to the surface.**
 - **Do not apply water or detergent directly to the computer, since liquid may enter inside of the computer and cause malfunction or damage.**
-

- Use a soft, dry cloth to wipe droplets of water from the surface of the unit. Do not use a microwave to dry the unit. Doing so will result in malfunction or damage.

Cleaning inside of the dust cover

Approximately once a month, clean up inside of the dust cover by the following procedure.

1. Turn off the computer and remove the AC adaptor.
2. Turn over the computer, and remove the battery pack. ( [Replacing the Battery Pack](#))
<When using second battery pack>
 - Remove the second battery pack. ( [Replacing the Battery Pack](#))
3. Remove the screw (A) and dust cover as illustrated below.



4. Clean up inside of the dust cover.
5. Set the dust cover, screw and battery pack.
Use the PH 1 (PH #1) screwdriver.
The screw used is 1.


Recommended tightening torque

0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

Optical Disc Drive

<Only for model with optical disc drive>

NOTE


- Connect the AC adaptor if writing operation takes a long time. If the remaining battery power becomes low and the power is not supplied, writing operation may not be completed.
- You need to use writing software to write to discs (e.g. [Using Power2Go](#)).
Ensure the disc is compatible with the selected writing speed.
You can also use Windows features to write to discs ( [Using Windows Feature](#)).
- The quality of written data depends on the disc.

Handling Precautions

Optical disc drive handling care

- Do not expose the optical disc drive to excessive smoke that may leave a residue, e.g., oil smoke, or tobacco smoke. Doing so can shorten the life of the drive lens.
- We recommend cleaning the drive lens with an air puffer used for camera lenses. (Do not use any spray-type of lens cleaning products.)

When opening/closing the tray

- When the computer is on, use the eject button ( [Inserting/Removing a Disc](#)) or eject through Windows.
- When inserting or removing a disc, be careful not to touch the lens and other parts of the laser pickup.
- Do not leave the tray open and do not touch the lens.
The lens and disc can become dusty in some conditions. It may cause malfunction in reading or writing.
- Do not apply excessive force to the tray in the open position.
- Never insert a foreign object such as a paper clip into the optical disc drive.
Doing so may cause malfunction.
- Do not place items other than discs on the tray.
- Do not access the drive until after the tray is closed.
- Set this computer on a horizontal plane.

While the optical disc drive is being accessed

- Do not open the optical disc drive or move the computer while the optical disc drive is being accessed. Doing so could cause the disc to shift position and this may damage the disc, or cause the optical disc drive to malfunction.
- Do not shock the computer by removing or inserting cables and cards, etc. This may result in a read or write malfunction.
- In addition, after running an application involving access to a disc, close the application before opening the optical disc drive.
- Set this computer on a horizontal plane.

Disc handling care

- Do not use deformed, warped, or irregularly shaped discs.
- Reading of disc may not be possible depending on the disc conditions (cracks, dirt, modification, data recording quality, copy protection, recording equipment/software that was used to create the disc, etc.)
- Before using a disc, carefully read the operating/handling instructions and package of the disc.
- If the discs are not handled appropriately, they may become dirty or scratched. Furthermore the writing speed may get slower and the data may not be correctly written on or read from the disc. Other damage may cause a drive failure.
- Note the following precautions.

- Use an appropriate disc according to the write/rewrite speed. Check descriptions on the disc package and use an appropriate disc according to the write/rewrite speed. Some disc may not accept the specified write speed.
- Do not touch the disc surface (the side with no printing).

<How to hold a disc>

Correct

Incorrect



- Keep the disc surface clean and free from dirt, dust, fingerprints and scratches.
- Do not write on the surface of the disc with a ballpoint pen or other writing instrument.
- Do not attach stickers to discs.
- Do not drop, bend, or place heavy objects on top of discs.
- Do not place or store discs in locations exposed to heat, direct sunlight, humidity or dust.
- If a disc is brought from a cold to a warm location, condensation may form on the disc. For read-only discs, wipe off the condensation using a soft, dry, lint-free cloth before using the disc. For recordable/rewritable discs, wait until the condensation dries.
- When not using discs, keep them in their protective cases or cartridges.

Cleaning the discs

- <For read-only discs>

Wipe discs with a dry, soft cloth from the center toward the edge. If discs get very dirty, wipe with a moist, soft cloth from the center toward the edge, then wipe again with a dry cloth to take up remaining moisture.

Correct

Incorrect



- <For recordable/rewritable discs>

It is recommended to use the Panasonic disc cleaner.

Do not use a cloth.

Disc Information

Data transfer speeds indicate values measured by Panasonic Connect Co., Ltd. The data transfer rate of DVD per 1X speed is 1,350 KB/s. The data transfer rate of CD per 1X speed is 150 KB/s.

Performance of CD-R, CD-RW, High-Speed CD-RW, Ultra-Speed CD-RW, DVD-RAM, DVD-R, DVD-R DL, DVD-RW, +R, +R DL, +RW, High Speed +RW, and M-DISC cannot be guaranteed depending on writing status and recording format. Also, some data cannot be played back depending on the disc, settings, and environment being used.

NOTE

- Note that the operation may be problematic depending on the temperature of the operating environment. The guaranteed temperature for data writing on typical media is 5 °C to 55 °C.

Reading*1

Format	Continuous Data Transfer speed
CD-ROM	24 X (Max)
CD-R (XA Compatible)	24 X (Max)
CD-RW	24 X (Max)
High-Speed CD-RW	24 X (Max)
Ultra-Speed CD-RW	24 X (Max)
DVD-ROM (Single Layer, Dual Layer)	8 X (Max)
DVD-R*2 (1.4 GB, 2.8 GB, 3.95 GB, 4.7 GB)*3	8 X (Max)
DVD-R DL (8.5 GB)*3	8 X (Max)
DVD-RW (Ver. 1.1/1.2 1.4 GB, 2.8 GB, 4.7 GB, 9.4 GB)*3	8 X (Max)
DVD-RAM*4 (1.4 GB, 2.8 GB, 4.7 GB, 9.4 GB)*3	5 X (Max)
+R (4.7 GB)*3	8 X (Max)
+R DL (8.5 GB)*3	8 X (Max)
+RW (4.7 GB)*3	8 X (Max)
High Speed +RW (4.7 GB)*3	8 X (Max)
M-DISC (4.7 GB)*3	8 X (Max)
BD-ROM*4	6 X (Max)
BD-R*4	6 X (Max)
BD-R DL*4	6 X (Max)
BD-R XL*4	6 X (Max)
BD-R LTH*4	4 X (Max)
BD-RE*4	6 X (Max)
BD-RE DL*4	6 X (Max)
BD-RE XL*4	4 X (Max)

Writing*5

Format	Continuous Data Transfer speed	Recommended discs for writing	Discs you can use for writing
CD-RW	4 X	MITSUBISHI CHEMICAL MEDIA CO.,LTD.	
High-Speed CD-RW	10 X		
Ultra-Speed CD-RW	16 X (Max)	None	

Format	Continuous Data Transfer speed	Recommended discs for writing	Discs you can use for writing
DVD-R*2	8 X (Max)	MITSUBISHI CHEMICAL MEDIA CO.,LTD.	DVD-R for General: 1-8X-SPEED (4.7 GB) 1-16X-SPEED (4.7 GB)
DVD-R DL	6 X (Max)		DVD-R DL 2-8X-SPEED (8.5 GB)
DVD-RW*6	6 X (Max)		1-2X-SPEED (4.7 GB/9.4 GB) 2-4X-SPEED (4.7 GB/9.4 GB) 2-6X-SPEED (4.7 GB/9.4 GB)
DVD-RAM*7	5 X (Max)	None	2-3X-SPEED (4.7 GB/9.4 GB) 2-5X-SPEED (4.7 GB/9.4 GB)
+R	8 X (Max)	MITSUBISHI CHEMICAL MEDIA CO.,LTD.	1-8X-SPEED (4.7 GB) 1-16X-SPEED (4.7 GB)
+R DL	6 X (Max)		2.4-8X-SPEED (8.5 GB)
+RW	4 X (Max)		1-4X-SPEED (4.7 GB)
High Speed +RW	8 X (Max)		3.3-8X-SPEED (4.7 GB)
M-DISC	4 X (Max)	Millenniata, Inc.	
BD-R	6 X (Max)	MITSUBISHI CHEMICAL MEDIA CO.,LTD.	1-2X-SPEED (25 GB) 1-4X-SPEED (25 GB) 1-6X-SPEED (25 GB)
BD-R DL	6 X (Max)		1-2X-SPEED (50 GB) 1-4X-SPEED (50 GB) 1-6X-SPEED (50 GB)
BD-R XL	4 X (Max)	TDK Corporation / MITSUBISHI CHEMICAL MEDIA CO.,LTD.	2-4X-SPEED (100 GB)
BD-R LTH	4 X (Max)	None	1-2X-SPEED (25 GB) 1-4X-SPEED (25 GB) 1-6X-SPEED (25 GB)
BD-RE	2 X (Max)	MITSUBISHI CHEMICAL MEDIA CO.,LTD.	1-2X-SPEED (25 GB)
BD-RE DL	2 X (Max)		1-2X-SPEED (50 GB)
BD-RE XL	2 X (Max)	Sony Corporation	1-2X-SPEED (100 GB)

*1 : If an unbalanced disc (e.g., a disc with which the balance has been displaced from the center) is inserted, the speed may become slower if there are large vibrations while the disc is rotating.

*2 : Does not support writing to DVD-R (for Authoring). DVD-R (for Authoring) playback is compatible with discs recorded using Disc-at-Once recording.

*3 : 1 MB = 1,000,000 bytes / 1 GB = 1,000,000,000 bytes. Your operating system or some application software will report as fewer GB.

*4 : Only for model with Blu-ray disc drive.

*5 : Depending on the disc, the writing speed may become slower.

*6 : Does not support DVD-RW Ver. 1.0.

*7 : DVD-RAM: Only non-cartridge type or removable cartridge type can be used. Does not support writing to DVD-RAM 2.6 GB.

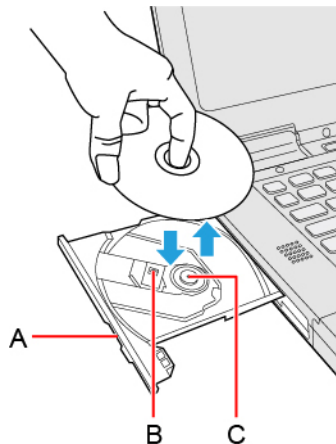
Using DVD/BD media

To play DVD-Video/BDMV (only for model with Blu-ray disc drive), you need to use DVD/BD playback software such as PowerDVD.

Inserting/Removing a Disc

1. Turn on the computer.
2. Press the eject button (A) and slowly pull out the tray.

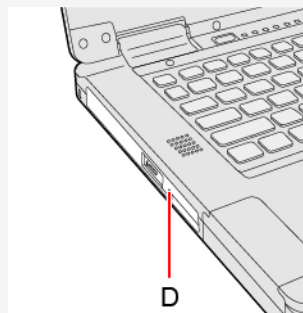
When inserting or removing a disc, be careful not to touch the lens and other parts of the laser pickup (B). Do not touch the disc surface (the side with no printing).



3. Insert/Remove a disc.
 - To insert
Set the disc with the label side up and press the center of the disc until it clicks in place.
 - To remove
Press on the center spindle (C) and carefully lift up the edge of the disc.
4. Close the tray.
Do not press the eject button (A).

NOTE

- To remove a disc when the computer is powered off, insert a pin of 1.3 {±0.05} mm in diameters into the emergency hole (D). (When the diameter of the pin is smaller than this, insert the pin slightly downward.) Pushing it to the end allows the tray to come out.



- For AutoPlay CD/DVD/BD:
 - If an AutoPlay CD/DVD/BD does not start after the computer resumes from sleep or hibernation, remove the disc from the drive and then reinsert it after waiting 15 seconds.
 - An AutoPlay CD/DVD/BD may start during file access depending on the status of the disc.
- When playing back motion video from a disc, playback may not be smooth in some conditions.

Power-saving mode


If the optical disc drive is not accessed for 30 seconds, the drive motor will automatically be shut down to reduce the power consumption. When the optical disc drive is accessed again, the drive motor is turned on. In this case, reading of the disc data will take approximately 30 seconds.

Movie Disc Playback


Installing PowerDVD

PowerDVD is a software application for DVD/BD playback. Install "PowerDVD" using "DVD Drive Utility Disc" or "BD Drive Utility Disc".

1. Sign in to Windows as an administrator.
2. Set "DVD Drive Utility Disc" or "BD Drive Utility Disc" in the drive.
3. At the [AutoPlay] message, click [Run SETUPUTIL.EXE].
"Utility Setup tool" screen will appear (allow some time for disc recognition).
When the setup program will not run automatically, perform following step.

1. Right-click  (Start) - [Run], then input [x:\setuputil.exe]^{*8} and click [OK].
2. If the "User Account Control" is displayed, click [Yes].

*8 : "x" is the drive letter. You can change the letter to suit your preference.

4. Click [Power DVD Setup].
5. Select your language and location at welcome screen, then click [Next].
6. During the installation, you will be required to agree the License Agreement. After reading the agreement, click [Accept].
Follow the on-screen instructions.
7. Click  on "Utility Setup tool" screen, and remove "DVD Drive Utility Disc" or "BD Drive Utility Disc".

Running PowerDVD

You can run "PowerDVD" either of the following procedures.

- Click  (Start) - [CyberLink PowerDVD xx]^{*9} - [CyberLink PowerDVD xx]^{*9}.

NOTE

- Depending on your operating environment or the DVD-Video/BDMV, a minor loss in frames (video and audio skipping) may occur immediately after resuming playback from the pause state.
- Depending on your operating environment or the DVD-Video/BDMV, playback may not be smooth or audio may be difficult to hear during fast forward (time stretch) playback.

- To access the online manual

After starting PowerDVD, click  (Launch the CyberLink PowerDVD help).

If the AutoPlay screen appears when you insert the disc in the optical disc drive

Click  [Play DVD Video - PowerDVD xx]^{*9}.

*9 : xx indicates the version number.

PowerDVD operations

Displaying the User's Guide (PDF)

There are PDF files of some languages in "Languages" folder at PowerDVD folder.

As the version of PowerDVD included with this computer is an OEM version, some functions are restricted and the following features that are described in the Help are not available on this computer.

- Playback and image display for CDs (audio and video) and music files
- Additional features such as Movie Collection and Movie Remix

DVD discs created using a DVD recorder

The following restrictions apply:

- When playing videos recorded on rewritable discs, approx. 40 to 50 seconds may be required to recognize the disc. Wait for the required time.
- Depending on the condition (record quality, cracks, dirt, modification, copy protection, type of drive/disc maker used when creating the disc, etc.) of a disc, it may not be possible to be read or play it correctly.
- In order to play discs other than DVD-RAM, they must be finalized (a process that enables it to play on other DVD players, etc.). For information on the finalizing method used by your DVD recorder, refer to its operating instructions.
- This computer does not include an application or DVD drive for playing AVCREC format or AVCHD format or CPRM format media. As a result, this computer cannot play back DVD media recorded in AVCREC format or AVCHD format or CPRM format.

Region codes

DVD-Video/BDMV is allocated to region codes according to where they are sold. To play the DVD-Video/BDMV, the player's software and the drive must have the corresponding region code.

The region code setting can be changed up to 5 times, including the first time (changing from region [2] to region [2], for example, is not counted).

After the fifth time, the region code setting will be locked and cannot be changed again, even if you reinstall Windows. Be very careful when configuring this setting, as you (the user) are fully responsible for any problems arising from unintended settings.

Region code settings

IMPORTANT

- **DVD-Video sold in certain regions include region code restrictions that require the region code settings of the DVD disc and drive to match in order to play back video. However, some discs include multiple region code settings or are region free.**

The region code of this computer's drive is not set under factory default conditions. As a result, the region code settings screen will appear the first time you attempt to play back a DVD-Video/BDMV (only for model with Blu-ray disc drive).

The region code must be set at this time, even when playing multi-region or region-free discs.

After setting the region code for the first time, the region code settings screen will appear each time a disc of a different region is inserted in the drive.

Checking the region code

You can check the current region setting and the remaining number of times the setting can be changed by following the procedure below.

• For DVD-Video



1. Right-click  (Start) - [Device Manager].
2. Double-click [DVD/CD-ROM drives].
3. Double-click the device name of the optical disc drive (ex: HL-DT-ST DVDRAM GUD1N).
4. Click [DVD Region].

The current region and the number of changes remaining are displayed.

• For BDMV

1. After PowerDVD starts, click  (Configure PowerDVD settings) - [Player Settings] - [Blu-ray Disc].

Cautions on use

- You cannot play back CDs (audio, video, etc.) or DVD-Audio with PowerDVD.
- If your HDMI-compatible display does not support HDCP (High-bandwidth Digital Content Protection), commercially available DVD-Video/BDMV cannot be played back.
- Do not start PowerDVD immediately after starting up the computer or while the drive indicator  or the microSD Memory Card indicator  is blinking.
- When PowerDVD is running, do not:
 - Enter sleep or hibernation.
 - Change the screen display mode. If you inadvertently perform these operations, exit PowerDVD and restart it.
- Do not install other media players while PowerDVD is installed.

If you install another media player, playback errors may occur. Some commercially available DVD-Video files may attempt to install their own media players at playback. Be sure to cancel installation in the installation start screen in such cases. If you accidentally install the player and playback errors occur, uninstall the media player.

Writing to CD/DVD/BD

Applicable media


- Refer to the [Disc Information](#).
- Refer to the software's online manual (below).

About Copies

When writing to discs, make sure that you are not infringing upon any copyrights. It is illegal to copy commercially available audio CDs for non-personal use.

When backing up software, make sure that you are not infringing upon any software copyrights for that product.

Using Windows feature

1. **Insert a disc you can use for writing.**
2. **In the [AutoPlay] screen, click [Burn files to disc].**
 - Alternatively:
 1. Right-click  (Start) - [File Explorer].
 2. Click [This PC].
 3. Double-click [DVD RW Drive] or [BD-RE Drive].
 - Follow the on-screen instructions.

Installing Power2Go

Power2Go allows you to copy CDs/DVDs, and create music CDs, data CDs/DVDs, and DVD-Videos.

You can also write data to Blu-ray discs.

To install the software application, follow the procedure below.


IMPORTANT

- **1 GB of free space on the flash memory is needed to install all the components of Power2Go.**
- **Close all other software application before running the Setup program for Power2Go.**
- **Sign in to Windows as an administrator.**

1. Sign in to Windows as an administrator.
2. Set "DVD Drive Utility Disc" or "BD Drive Utility Disc" in the drive.
3. At the [AutoPlay] message, click [Run SETUPUTIL.EXE].

"Utility Setup tool" screen will appear (allow some time for disc recognition).

When the setup program will not run automatically, perform following step.

1. Right-click  (Start) - [Run], then input [x:\setuputil.exe]*10 and click [OK].
2. If the "User Account Control" is displayed, click [Yes].

*10: "x" is the drive letter. You can change the letter to suit your preference.

4. Click [Power2Go Setup].
5. Select your language at "Choose Setup Language", and then click [OK].
6. During the installation, you will be required to agree the License Agreement. After reading the agreement, click [Yes], then click [Next].

Follow the on-screen instructions.

7. Click [Finish].

Using Power2Go

For further information, refer to the software's online manual (below).


1. Click  (Start) - [CyberLink Power2Go x.x for Panasonic]^{*11} - [CyberLink Power2Go x.x for Panasonic]^{*11}.

*11 : x.x indicates the version number.

IMPORTANT

- If you format a disc using Windows functions, you cannot write with Power2Go.
Do not format a disc using Windows functions when you write to the disc using Power2Go. For rewritable discs (i.e. CD-RW, etc.), writing is possible using Power2Go if all the disc contents are deleted.
- If you set an unused disc in the optical disc drive, [AutoPlay] screen may appear and then Windows format screen may be displayed. Do not format the disc when you use Power2Go.
When you write to the disc using Power2Go, start Power2Go before setting the disc. Windows format screen will not be displayed, which prevents the disc from being mistakenly formatted.

- To access the online manual

After starting Power2Go, click  (Help).

Using DVD-RAM

Formatting must be executed to write a file to a DVD-RAM. It is possible to write a file to a formatted DVD-RAM in the same way as writing a file to a flash memory.

Format type

There are following types of DVD-RAM formats, as shown below. We recommend that you choose the format type depending on the application.


Format	Feature
FAT32	This format is supported by Windows 95 (OSR2) / 98 / Me / 2000 / XP / Vista / 7 / 8.1 / 10. DVD-RAM discs in FAT32 format cannot be used on Windows 95 (other than OSR2) / Windows NT.
UDF1.02	This format is supported by Windows 98 / Me / 2000 / XP / Vista / 7 / 8.1 / 10, and compatible with the Video mode of DVD-ROM / DVD-R / DVD-RW / +R / +RW.
UDF1.50	Standard format for DVD-RAM. Data with large file sizes (video or audio data) can be written at high speed. We recommend this format when using DVD-RAM for storing data.
UDF2.00/2.01	This format is used for DVD video recorders conforming to "Video Recording Standards" as established by the DVD Forum, or for PC recording software conforming to the same standards.
UDF2.5	This format is supported by Windows 7 / 8.1 / 10, and is used for Blu-ray recorders or PC recording software conforming to "Video Recording Standards" as established by the Blu-ray Disc Association. This format cannot be used for DVD recorders conforming to "Video Recording Standards" as established by the DVD Forum, or for PC recording software conforming to the same standards.

There are following types of BD-R/BD-RE formats, as shown below.

Format	Feature	Support	
		BD-R	BD-RE
UDF2.5	Standard format for BD-RE discs as established by the Blu-ray Disc Association is supported by the Windows Vista / 7 / 8.1 / 10. This format is used for Blu-ray recorders or PC recording software conforming to "Video Recording Standards" as established by the Blu-ray Disc Association. DVD-RAM discs in UDF2.5 format cannot be used for DVD recorders conforming to "Video Recording Standards" as established by the DVD Forum, or for PC recording software conforming to the same standards.	X	O
UDF2.6	Standard format for BD-R discs as established by the Blu-ray Disc Association is supported by the Windows 10. This format is used for Blu-ray recorders or PC recording software conforming to "Video Recording Standards" as established by the Blu-ray Disc Association.	O	X

Formatting method

When formatting is executed, data recorded on the disc is erased. Back up data as required.

1. **Set the disc in the optical disc drive.**
2. **Close all applications that use the disc.**
3. **Right-click  (Start) - [File Explorer].**
4. **Click [This PC].**
5. **Right-click the optical disc drive, and click [Format...].**
6. **Select the settings and click [Start].**
 - When the disc was recorded with Power2Go and you want to record using Explorer, remove the check mark from [Quick Format].
 - It may take long time if you removed the check mark from [Quick Format].
 - Do not cancel formatting partway. Otherwise the disc may no longer accept writing.

IMPORTANT


- **If you have written using Power2Go, you cannot write using other software since the format becomes different. To make this possible, remove the check mark for [Quick Format] on the format display and format the disc.**

microSD Memory Card

The microSD memory card slot on this computer accepts microSD/microSDHC/microSDXC memory cards.

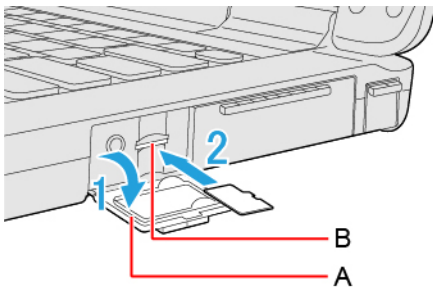
Inserting/Removing the microSD Memory Card

IMPORTANT

- Do not remove or insert the microSD memory card until Windows has completed loading.
- Do not remove the card or turn off the computer in the following cases, otherwise the data may be corrupted.
 - While the computer is in sleep or hibernation.
 - While the microSD memory card indicator  is on.
 - While data is being read from or written to the card.
 - Immediately after the writing operation, this computer may still continue the access to the card. If you remove the card before the operation is completed, the data may be damaged or the card access may no longer be performed normally.
- Note that Panasonic assumes absolutely no liability for any loss of data recorded by the user, or any other damages, direct or indirect.
- Keep microSD memory cards away from infants and small children.

Inserting the card


1. Open the cover (A).
2. Insert the microSD memory card to the microSD memory card slot (B).






3. Close the cover (A).

Removing the card

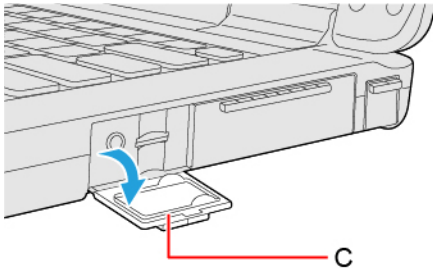
Preparation

- Save the data and close all applications.
- Open the cover and confirm the microSD memory card indicator  is off.

1. Disable the card function.

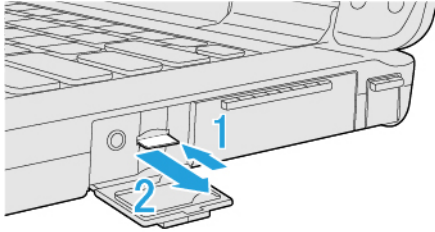
1. Click  on the task tray and click .
2. Select the card.
 - These steps are not necessary when:
 - Removing the card after turning off the computer.
 -  is not displayed.
 - The card does not appear in the list.

2. Open the cover (C).



3. Remove the card.

1. Press the card so it comes out of the slot.
2. Draw it straight out.



4. Close the cover (C).

IMPORTANT

- After pressing the microSD memory card, do not release your finger suddenly. The microSD memory card may jump out.

Smart Card

<Only for model with Smart Card slot/2nd Smart Card slot>

You need software to use a Smart Card.

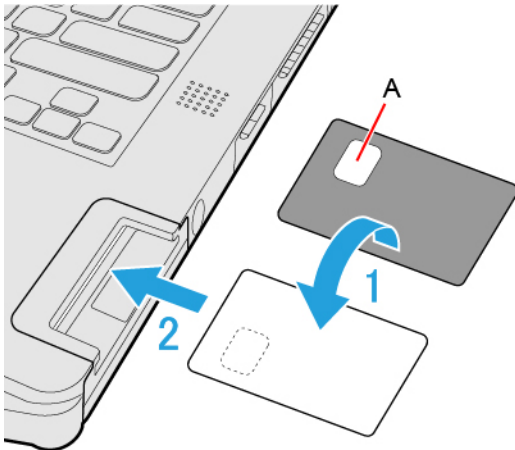
IMPORTANT

- **Do not:**
 - Hit, bend, or drop the card.
 - Touch the contact part with fingers or metal object.
 - Place the card in very hot location for a long time.
 - Remove the card immediately after inserting it.

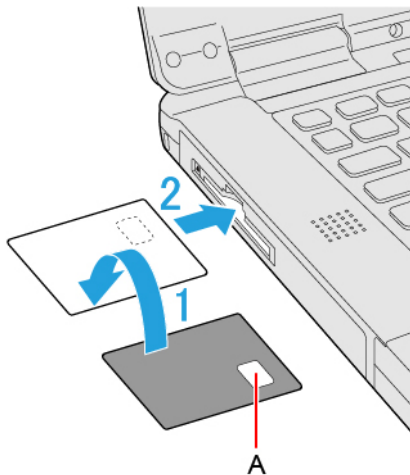
Inserting/Removing the Smart Card

Inserting the card

1. **Reverse the Smart Card.**
2. **Insert the Smart Card until it surely fits in the slot.**
 - Smart Card must be inserted with the chip portion (A) down.

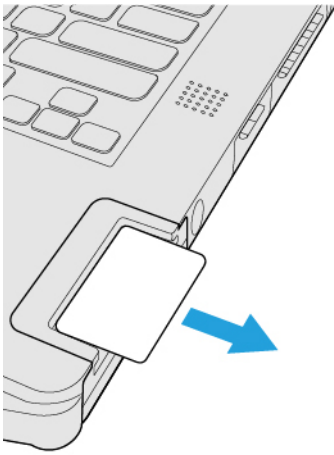


<Only for model with 2nd Smart Card slot>



Removing the card

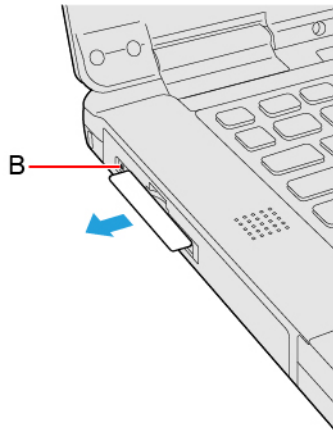
1. Draw the card straight out using your fingers.



<Only for model with 2nd Smart Card slot>

1. Press the eject button (B).

The Smart Card pops out.



RAM Module

You can use the optional approved RAM module (FZ-BAZ20 series).

IMPORTANT



- Use only the optional approved RAM module.
- RAM modules are extremely sensitive to static electricity (ESD). When inserting and removing RAM modules, do not touch the terminals or internal components, and do not allow foreign particles to enter the slots. Doing so may cause damage, fire, or electric shock.
- When adding RAM modules, although not required, it is recommended to use the RAM modules in the same size for optimal performance (e.g., 16 GB + 16 GB).
- Please closely follow the instructions for installing and removing RAM modules, not doing so may cause damage to the unit and/or to the RAM modules.
- The product warranty does not cover damages caused by improper installation or removal of the RAM modules.

Inserting/Removing the RAM Module

1. Turn off the computer.

- Do not use sleep or hibernation.

Perform the following steps to turn off the computer.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Turn off your PC].

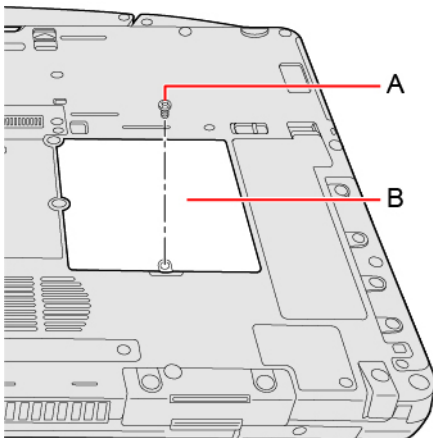
2. Disconnect the AC adaptor, remove the battery pack. ([Replacing the Battery Pack](#))

<When using second battery pack>

- Remove the second battery pack. ( [Replacing the Battery Pack](#))

3. Remove the screw (A) and the cover (B) on the bottom of the computer.

Use the PH 1 (PH #1) screwdriver.



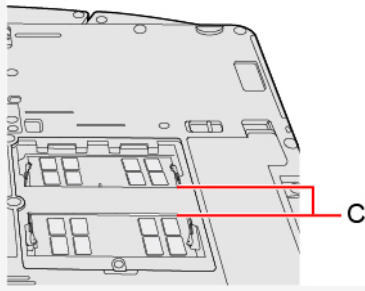
NOTE

- Some illustrations are simplified to help your understanding and may look different from the actual unit.

4. Insert/Remove the RAM module.

NOTE

- This computer has 2 RAM module slots (C) inside of back cover.

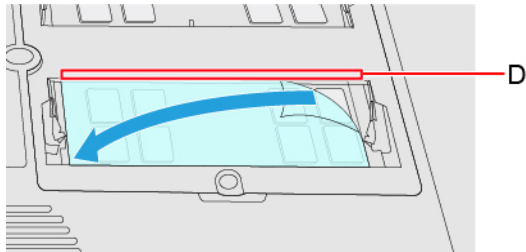


Removing the RAM Module

IMPORTANT

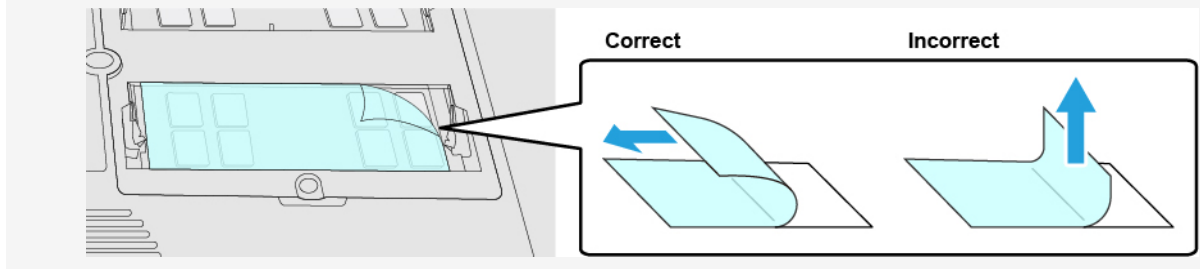
- The removed RAM module is not guaranteed.
- Do not use metal tools. A device failure may occur.

1. Remove the protective sheet from the connector side (D) in the direction of the arrow.

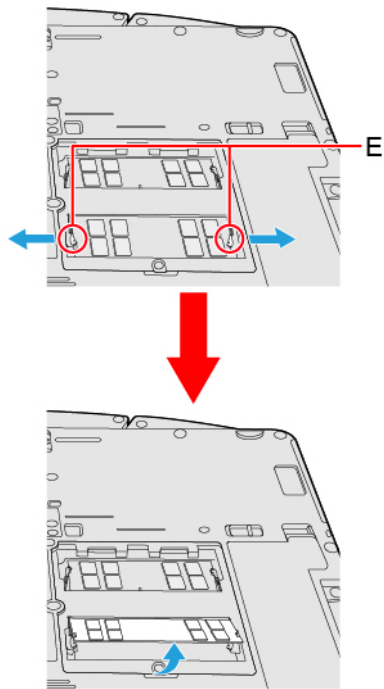


NOTE

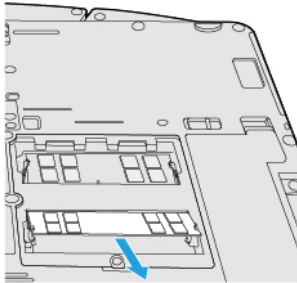
- When removing the protective sheet, do not pull it up. Pull the protective sheet slowly parallel to the RAM module for removal. Pulling the protective sheet straight up may strain the RAM module, circuit board, etc., resulting in damage.



2. Carefully release the right and left hooks (E) in the directions of the arrow simultaneously.
The RAM module will rise.

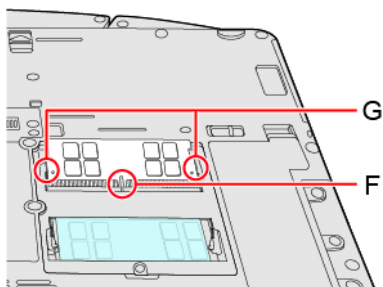


3. Carefully remove the RAM module from the slot.



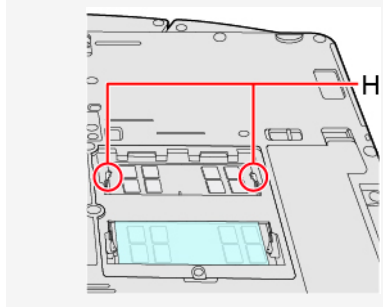
Inserting the RAM Module

1. Align the cutout (F) with the projection, tilt the RAM module slightly and insert it in the slot.
2. Press down the RAM module so that the right and left hooks (G) are locked.



NOTE

- Confirm that the RAM module is fixed with the hooks (H) as shown below.

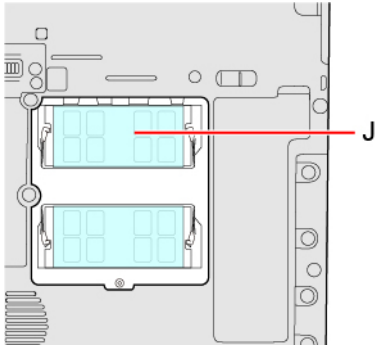


3. Remove the release paper (I) of the sheet supplied with the optional approved RAM module.



4. Firmly attach the RAM module and the protective sheet (J).

Attach the protective sheet as it covers the connectors and RAM module.



5. **Set the cover, screw and the battery pack(s).**

Use the PH 1 (PH #1) screwdriver.

Use 1 screw.

Recommended tightening torque

0.45 N•m ± 0.05 N•m (4.5 kgf•cm ± 0.5 kgf•cm)

IMPORTANT

- Set the cover and the battery pack(s) correctly so that they do not fall when you carry the computer.

NOTE

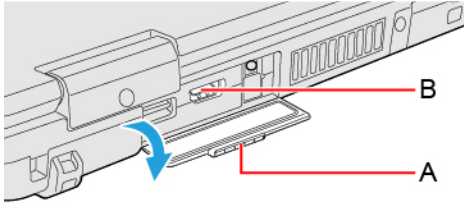
- If it is hard to insert or to press down the RAM module, do not try forcibly but check the module's direction.
- Use an appropriate screwdriver so as not to strip the thread of the screw.
- If the RAM module is recognized correctly, the total size of the main unit memory and RAM module memory is displayed on the [\[Information Menu\]](#) of the Setup Utility.
If the RAM module is not recognized, power off the computer and insert it again.

External Display

HDMI Port

You can switch the output destination to an external HDMI display.

1. Open the cover (A) and connect the HDMI port (B) and the HDMI display using an HDMI cable.

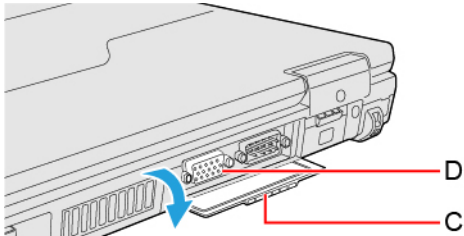


VGA Port

<Only for model with VGA port>

You can switch the output destination to an external analog display.

1. Open the cover (C) and connect the VGA port (D) and the external display using a VGA cable.



NOTE

- If you connect VGA display after connecting high resolution HDMI display, such as 4K display, images could not be displayed. In such cases, connect VGA display first, and then connect high resolution HDMI display.

USB Type-C Port

<Only for model with USB Type-C>

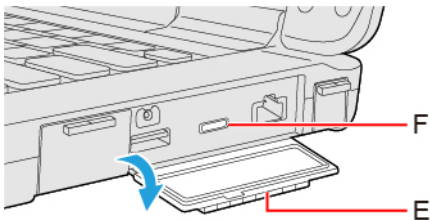
You can switch the output destination to an external display.

The USB Type-C port of this computer complies with the following standards.

- **Thunderbolt 4**
This is one of the Alternate Modes, extended standard of USB. Data can be transferred at a maximum of 40 Gbps (theoretical value).
- **DisplayPort Alternate Mode**
A standard to transfer digital video signals to an LCD, etc. Using USB Alternate Mode, images can be displayed on the external display from the USB Type-C port.

- **USB Power Delivery** ( [USB Power Delivery](#))

1. Open the cover (E) and connect the USB Type-C port (F) and the external display using a USB Type-C cable.




NOTE

- When using a Thunderbolt 4-compatible display, use a cable that supports Thunderbolt 4. Depending on the cable, output may not be performed correctly.
- When using a DisplayPort-compatible display, connect with a USB Type-C cable.
- For connection with an external display, read the operating instructions supplied with the display as well.

Switching the display mode

Using key function



1. Press  key + **«P»** or **«Fn» + «F3»**.
2. Select the display mode.

Using the [Display settings]



1. Click  (Start) -  (Settings) - [System] - [Display].
2. Select the item under “Multiple displays”.

NOTE

- After switching the display mode, the display resolution may change.
- After resuming from sleep or hibernation, or restarting the computer, the output destination may not be the same as selected in the previous status.
- When you change the display after Windows starts up, do not press any key until switching is complete.
- Until Windows startup is completed (during Setup Utility, etc.), the simultaneous display cannot be used and pressing **«Fn» + «F3»** switches the display between the internal LCD and the external display.
- Do not connect or remove the external display during sleep or hibernation.
- It may take some time to switch between displays depending on the displays used.
- When you use the external display only, set the suitable number of colors, resolution, or refresh rate separately from when you use the internal LCD only or when you use the simultaneous display.
Depending on the settings, some external displays may be distorted or may not display the mouse pointer correctly. In this case, set the settings to lower value.
- When you use the simultaneous display, MPEG files and other motion image files may not be played back smoothly.
- Carefully read the instruction manual of the external display.
- When connecting an external display that does not conform to the Plug & Play standards, select the display driver accordingly in the following menu, or use the driver disc supplied with the monitor.

1. Click  (Start) -  (Settings) - [System] - [Display].
2. Click [Advanced display settings] under “Multiple displays”.
3. Click [Display adapter properties for Display *].
* is a display number.
4. Click [Monitor] - [Properties] - [Driver] - [Update Driver].
5. Following on-screen instructions.

IMPORTANT

- Before disconnecting the external display, switch to the internal LCD by pressing  key + **«P»** or **«Fn» + «F3»**. Otherwise the displayed image quality may become different after disconnection (e.g., wrong resolution). In this case, press  key + **«P»** or **«Fn» + «F3»** to reset the image quality.
- The screen may become distorted due to the following operations. In this case, restart the computer.

- Disconnecting an external display for which you have set high resolution or high refresh rate.
- Connecting/disconnecting an external display during computer operations.

Extended Desktop

NOTE

- It may not be possible to use the extended desktop with some software applications.
- When you click the maximize button, the window is displayed on one of the displays. You cannot move the maximized window to the other display.
- The pop-up displayed by « Fn » key combination appears only on the primary display.
- While using an extended desktop or [Second screen only], you cannot operate the external display screen with touch operation.
- Set the internal LCD to the primary display when using the touchscreen (only for model with touchscreen). The cursor will move on the primary display when you touch the internal LCD.

USB Devices

Features of the Supported Standards

■ USB 3.2 (Type-A) port

Support USB 2.0, 3.2 (Gen 1*1/2*2).

*1 : Rear side

*2 : Right side

■ USB Type-C Port

<Only for model with USB Type-C>

The features of the supported standards are as follows.

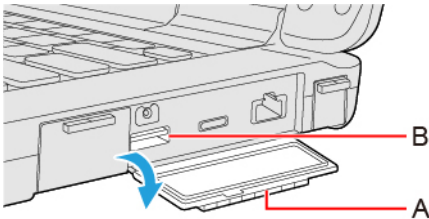
- **USB 3.2 (Gen 2)**
- **USB Power Delivery** ( [USB Power Delivery](#))
- **Thunderbolt 4**

Connecting/Removing USB Devices

■ Connecting the USB device

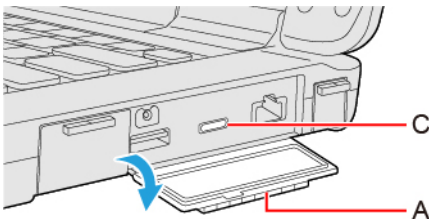
■ Right side

1. **Open the cover (A) and connect the USB device to the USB 3.2 (Type-A) port (B) on the computer.**



<Only for model with USB Type-C>

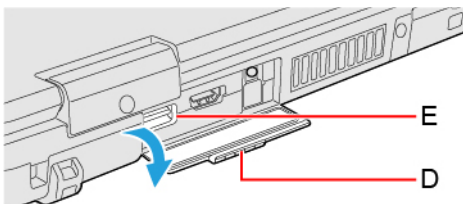
1. **Open the cover (A) and connect the USB device to the USB Type-C port (C) on the computer.**



To check whether the connected device supports USB Type-C, refer to the operating instructions supplied with the device.




■ Rear side

1. **Open the cover (D) and connect the USB device to the USB 3.2 (Type-A) port (E) on the computer.**




Removing the USB device

1. Disable the USB device.

1. Click  on the task tray and click .
2. Select the USB device.
 - These steps are not necessary when;
 - Removing the device after turning off the computer.
 -  is not displayed.
 - The device does not appear in the list in step 2.

2. Remove the USB device.

NOTE

- You may need to install the driver for the USB device. Follow the on-screen instructions or refer to the instruction manual of the USB device.
- You may need to install the driver again when connecting the device to another port.
- When a USB device is connected, sleep or hibernation may not function normally. If the computer does not start up normally, remove the USB device and restart the computer.
- When the USB device is removed and then inserted while the computer is on,  may appear in the Device Manager and the device may not be correctly recognized. In this case, remove and connect the device again, or restart the computer.
- When a USB device is connected, power consumption increases. Remove the USB device when it is not in use, especially when operating by battery power.
- If the computer enters sleep while an external keyboard or external mouse is connected, touching the external keyboard keys or external mouse will resume the computer.

Charging USB Devices


The computer comes with a USB port to provide efficient charging to smart phones or portable devices that can use USB port charging.

This computer's USB 3.2 (Type-A) port equipped with the continuous power supply function and USB Type-C port (only for model with USB Type-C) allow USB devices to be charged efficiently even if the computer is turned off or in the sleep/hibernation state.

The high speed charging is supported at the following situation.

- When the computer is turned on.
- When the computer is turned off or in sleep/hibernation mode.

Enabling or Disabling Power-Off Charging

1. Click  (Start) -  (Panasonic PC Settings Utility) -  (Settings) -  (USB).
2. Add or remove a check mark to [Enable Always on Charging].

NOTE

- Charging of some USB devices may not be possible. Therefore, check the device before charging it.
- Charging time varies depending on the USB device.
- Connect the USB device directly to the USB port. If connection is via a USB hub, charging may not be possible.
- For devices which do not require charging, connect them to other ports.
- If the computer is not connected to the AC adaptor, its battery power will be consumed quickly.
- Do not insert any foreign object into the USB port.

- When the computer resumes from sleep or hibernation, it may not be able to detect the USB device. If this happens, removing and then reconnecting the USB device may enable the computer to detect the device.
- USB charging is not performed if you press the power switch for more than 10 seconds to turn off the power, or if you reconnect the AC adaptor and battery after removing them in power-off state.
- With USB charging during power-off enabled, if an external keyboard or external mouse is connected to the port allowing USB quick charging, then they cannot be used to resume the computer from sleep.
For USB devices which do not require charging, connect them to other ports.
- If charging is done when the computer is powered by battery, charging automatically stops when the battery level drops below 10 %.

Enabling or Disabling USB Quick Charging

1. Set [\[Quick Charging\]](#) to [\[Enabled\]](#) in the sub-menu of [\[USB Charge Settings\]](#) in the [\[Main\]](#) menu of the Setup Utility.

NOTE

- If USB quick charging is set to be always enabled, the following problems may occur.
 - USB device cannot be detected as a USB device.
 - Charging is not possible.
- For some USB devices in USB quick charging, even though the computer is connected to the AC adaptor, it may temporarily switch to battery operation. If this happens, disable USB quick charging.
- Depending on the USB device, its charging may not be possible.
- Charging time varies depending on the USB device.
- Connect the USB device directly to the USB port. If connection is via a USB hub, charging may not be possible.
- For USB devices which do not require charging, connect them to other ports.
- If the computer is not connected to the AC adaptor, its battery power will be consumed quickly.
- Do not insert any foreign object into the USB port.
- When the computer resumes from sleep or hibernation, it may not be able to detect the USB device. If this happens, removing and then reconnecting the USB device may enable the computer to detect the device.

Charging with USB Type-C port

<Only for model with USB Type-C>

This computer can send a maximum power of 15 W.

The USB Type-C port enables charging even if the computer is turned off, regardless of the [Enabling or Disabling Power-Off Charging](#) setting.

IMPORTANT

- When using a USB Power Delivery, use a cable that supports USB Power Delivery.
Depending on the cable, power may not be supplied to the connected device properly.

USB Power Delivery

<Only for model with USB Type-C>

Connect the USB device to the USB Type-C port.

USB Power Delivery is a standard that allows up to 100 W of power supply using a USB cable.

- Power supply from USB Power Delivery-compatible devices to this computer:
The power can be supplied from USB Power Delivery-compatible devices with the following power supply capabilities.
Power ON or Modern standby: 85 W or more
Power OFF or Hibernation: 15 W or more
- Power supply from this computer to USB Power Delivery-compatible devices:

Up to 15 W

- Use a cable that supports USB Power Delivery.

It is recommended to use a cable that supports 5 A. When using a cable that does not support 5 A, this computer may not receive sufficient power from USB Power Delivery-compatible devices.


Driving/Charging the computer using USB Power Delivery

The USB Type-C port of this computer supports the USB Power Delivery.

IMPORTANT

- Connect a cable that supports USB Power Delivery.

NOTE

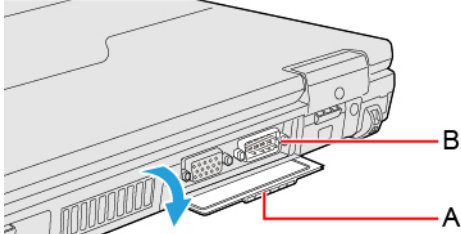
- If the battery level is less than 5 %, the computer cannot be started up.
- The following functions cannot be performed.
 - Updating firmware such as BIOS
 - Battery Recalibration
 - Create a Recovery Disc
- If the battery indicator blinks orange or turns off, check the status of the battery indicator. ( [Battery Indicator](#))

Serial Port

<Only for model with Serial Port>

Connecting Serial device

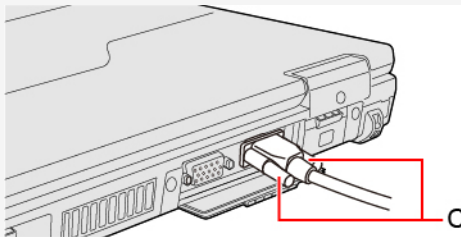
1. Open the cover (A).
2. Connect the serial device to the serial port (B).



3. Connect the serial device to the connector of the serial cable.

NOTE

- When connecting a cable, be sure to secure it with screws (C).



- It does not support serial mouse.
- Plug size thickness: Max. 15.5 mm

Camera

<Only for model with camera>

Using the Camera

For the camera position and functions, refer to “[Description of Parts](#)”.


NOTE

- When the camera is in use, the Camera Indicator lights up. (Even if [Concealed Mode] is set to [Enabled] and [LED] to [OFF], the camera indicator cannot be turned off.)
- When the computer is moved from hot and humid environment to low temperature environment, dew condensation may form on the lens. This is not a malfunction. Wait until the lens dries out.

About the Ambient Light Sensor

The ambient light sensor is used to adjust the display screen brightness automatically.

To configure the automatic adjustment function, proceed as follows.

1. Click  (Start) -  (Settings) - [System] - [Display].
2. Add the check mark to [Change brightness automatically when lighting changes] under “Brightness and color”.

NOTE

- When using the “Panasonic PC Day Night Mode Utility”, do not use the automatic adjustment function.

Panasonic PC Camera Utility

The Panasonic PC Camera Utility can be used to shoot photos and videos.

When you use pictures and videos recorded using this utility at Web conferences, or other services, use specialized applications accordingly.

NOTE

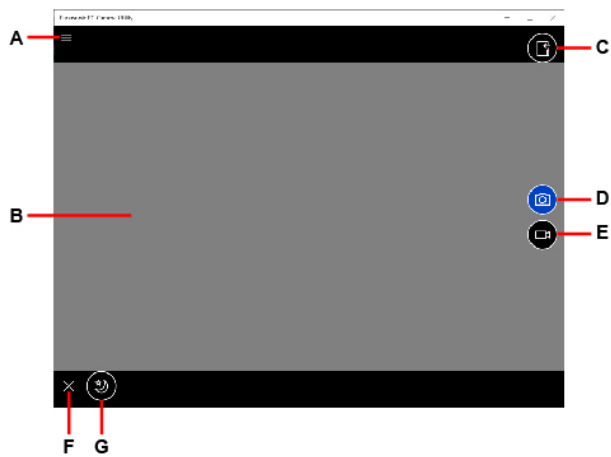
- If you use this utility and other multi-media software at the same time, an error may occur. Close all multi-media software including this utility and restart this utility.
- If an error message appears and nothing is displayed, restart this utility.
- When the computer has resumed from sleep and hibernation, an error may appear and the connection with the camera device may be lost. If this occurs, restart this utility.
- Panasonic PC Camera Utility only with the built-in camera. It does not support a camera connected to the computer.

Starting up

1. Click  (Start) -  (Panasonic PC Camera Utility).

The Panasonic PC Camera Utility starts up, and the following screen is displayed.

- When the utility is running, do not remove or insert audio devices (such as microphones and speakers). Also, do not enable or disable such devices.



- A. Open the camera settings
- B. Preview screen
- C. Display the folder where recorded data is saved
- D. Shoot photos
- E. Start/Stop shooting videos
- F. Hide the mode menu
- G. Night Mode switching

Shooting Photos and Videos

Shoot photos

1. Click .

- You cannot shoot photos when the save destination storage space is less than 10 MB.

NOTE

- You can change the function assigned to A1, A2, A3, and A4 keys to [Launch Camera Utility, take/save a photo]. The A4 key can only be changed for models without backlit keyboard.

Start/Stop shooting videos

1. Click .

The camera switches to the video shooting mode.

2. Click .




During shooting, the icon is shown as .

3. To stop shooting, click .

- If the save destination storage space becomes less than 100 MB during video shooting, shooting will automatically stop.

NOTE

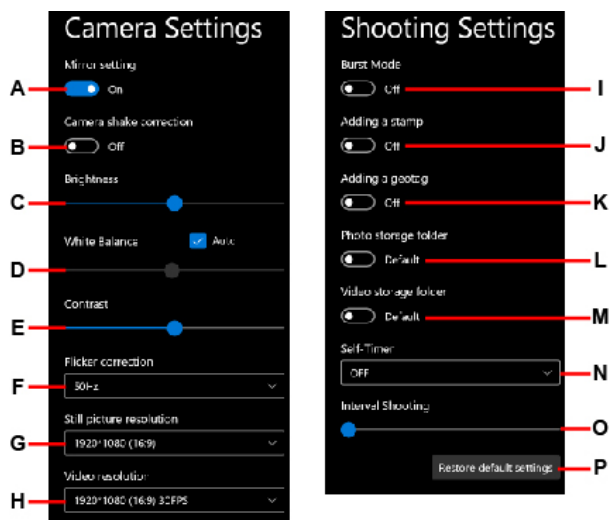
- Shooting will stop when you minimize the application window, or put the computer into the hibernation mode during video shooting.

<p>Turn the Night Mode ON To make the dark viewing image brighter</p>	<p>1. Click .</p> <p>When using the Night Mode, the icon is shown as .</p> <div style="background-color: #ADD8E6; padding: 5px;">NOTE</div> <ul style="list-style-type: none"> • Updating the preview screen may be delayed when using the Night Mode. • CPU utilization increases when using the Night Mode. If you leave the computer for long hours, the area around the exhaust vent may be heated.
<p>Display the recorded image or video files</p>	<p>1. Click .</p> <p>The recorded data will be saved in the displayed folder named the recording date.</p>

Changing the Settings

1. Click  - .

The "Setting" menu is displayed.



- A. Mirror setting**
Make the preview screen mirror-reversed (flip horizontal). (Recorded images will not be reversed)
- B. Camera shake correction**
Enable the image stabilizer when shooting photos.
- C. Brightness**
Change the brightness of camera images.
- D. White Balance**
Change the white balance of camera images. To set manually, uncheck the [Auto] option.
- E. Contrast**
Change the contrast of camera images.
- F. Flicker correction**
Set the flickering correction of camera images.
- G. Still picture resolution**
Change the still picture resolution. Perform touch operation or mouse click to select the resolution. The resolution may not be correctly specified if you use the keyboard cursor keys.
- H. Video resolution**
Change the video resolution. Perform touch operation or mouse click to select the resolution. The resolution may not be correctly specified if you use the keyboard cursor keys.
- Note that the described FPS values are theoretical. They may be decreased depending on the actual use conditions.
- I. Burst Mode**
Toggle switch for Burst Mode.
- J. Adding a stamp**
Toggle switch for Adding a stamp.
- K. Adding a geotag**
Toggle switch for Adding a geotag.
- L. Photo storage folder**
Dropdown menu for Photo storage folder.
- M. Video storage folder**
Toggle switch for Video storage folder.
- N. Self-Timer**
Dropdown menu for Self-Timer.
- O. Interval Shooting**
Slider for Interval Shooting.
- P. Restore default settings**
Button for Restore default settings.

I. **Burst Mode**

Press and hold the photo shooting button to shoot continuously while the button is pressed. The maximum number of continuous shooting is 20.

- You cannot shoot continuously when using the Night Mode.

J. **Adding a stamp**

Add geolocation and time stamps to still images.

K. **Adding a geotag**

Add geotagging to the Exif data of still images.

L. **Photo storage folder**

Specify the destination of recorded photo data to save. The default value is the "Pictures" folder.

M. **Video storage folder**

Specify the destination of recorded video data to save. The default value is the "Videos" folder.

- If you specify the FAT32 formatted storage as destination to save, video files cannot be correctly created when the storage data capacity exceeds 4 GB.

N. **Self-Timer**

Specify the time period until shooting starts after the button is pressed. (OFF/5 sec./10 sec.)

O. **Interval Shooting**

When you move the slider to the right, and specify the value except [0], the camera automatically repeats shooting at intervals of specified seconds. The maximum 10 photos can be shot continuously.



P. **Restore default settings**

Return all the settings to the default values.

To close the "Setting" menu, click  on the upper left of the screen, or click the preview screen.

NOTE





- To specify the save destination folder, select the folder you have the access right to. If a writing error occurs, change the specified folder.
- The drive that appears by performing the following procedure will be used as the location in which the "Pictures" and "Videos" folders will be stored.

Click  (Start) -  (Settings) - [System] - [Storage], and then click [Change where new content is saved] under "More storage settings".

Barcode Reader

<Only for model with Barcode Reader>

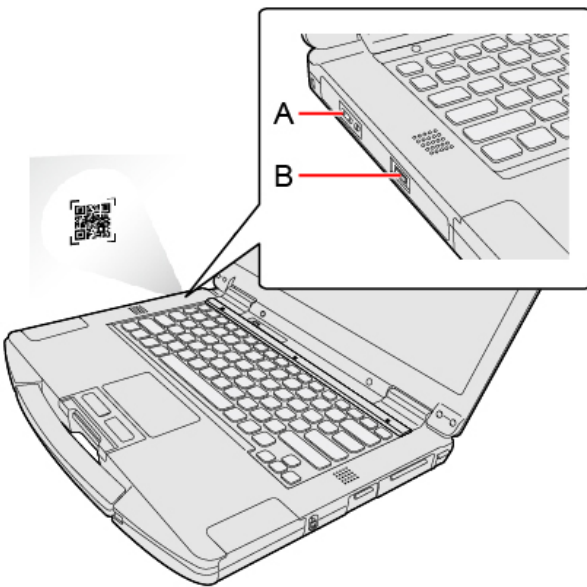
Preparation

1. Click  (Start) -  (Panasonic PC 2D Barcode Key Emulator).
2. Click  on the task tray, and then click  (Panasonic PC 2D Barcode Key Emulator) - [Connection to Barcode (Always-On)].

Reading Barcodes

IMPORTANT

- Do not look directly into the reading window.
DO NOT LOOK DIRECTLY AT THE BARCODE READER LIGHT.



1. Open the software for reading a barcode, and put the cursor on it.
2. Aim the Barcode Reader (A) at the barcode.
3. Press the button (B).

While the button is pressed, the Barcode Reader lights red to indicate the reading position.

After releasing the button, the Barcode Reader goes off after 8 seconds or when the barcode is read.

If the barcode is read successfully, the code appears where the cursor is placed.

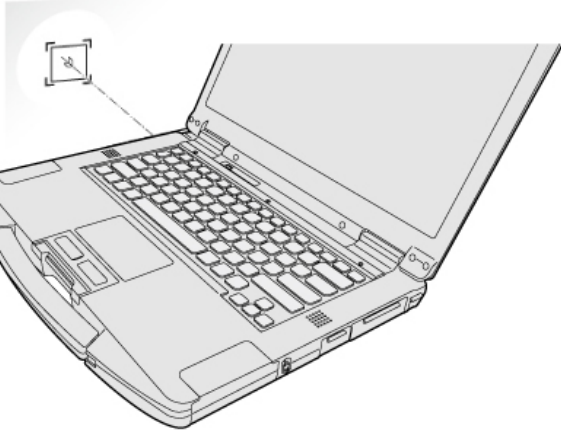
NOTE

- When the barcode read operation is finished, please wait about 3 seconds to start the next reading. You may press the button immediately, even if you set to release, it takes several seconds to light to light actually.
- If an error message appears and nothing is displayed, restart this utility.
- You can change the function assigned to A1, A2, A3, and A4 keys to [Barcode Reader Trigger]. The A4 key can only be changed for models without backlit keyboard.

Observe the Following to Correctly Read a Barcode with This Computer

- **The reading angle is important factor.**

Perform reading at the angle indicated in the figure. We recommend you to set at approximately 2° to 3° angle from the perpendicular position.



- **Hold the reader farther away when reading a larger barcode, and closer in when reading a smaller barcode.**
- **Perform reading so that the entire symbol falls within the center of the red Barcode Reader light.**
- **The reader can still read a barcode even if the barcode is not in the center of the red Barcode Reader light.**

However, if a part of the barcode lies outside the Barcode Reader light, the barcode cannot be read. Make sure the entire barcode is inside the Barcode Reader light.



Cleaning the Reading Window

If the reading window is dirty, gently wipe the reading window with a cloth or a cotton swab moistened with water.

Do not allow materials that can easily scratch the reading window to touch the window, such as sandpaper or metal object.

For parts other than the reading window, please read "[Handling and Maintenance](#)".

Decode Capabilities

Following symbologies are supported as the factory default.

Codabar, Code 128, GS1-128, Code 39, Code 93, DataMatrix, Interleaved 2 of 5, PDF417, QR Code, GS1 Databar, GS1 Databar Limited, GS1 Databar Expanded, UPC-A, UPC-E, EAN-8, EAN-13, Aztec

Following symbologies also can be used.

Codablock A, Codablock F, Code 11, ISBT 128, GS1 Composite CC-A/B, GS1 Composite CC-C, ISBN, ISMN, ISSN, Matrix 2 of 5, Maxicode, MicroPDF417, MSI, Plessey, Standard 2 of 5, Telepen, UPC-E1, TLC 39, HanXin, Australian Post, BPO, Dutch Post, Japan Post, Planet, Postnet, Canada Post, Infomail, Sweden Post

Contactless Smart Card Reader/RFID Reader

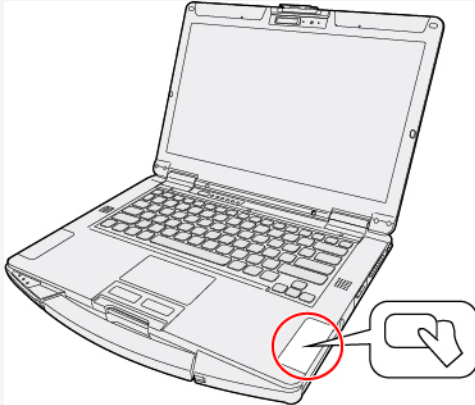
<Only for model with Contactless Smart Card Reader/RFID Reader>

You can read the data from RFID (Radio Frequency Identification) tags / Contactless Smart Card.

Precautions

NOTE

- This reader is typically used with specialized applications. For further information, ask the system administrator.
- Contactless Smart Card Reader Location



1. Aim the center of RFID tag / Smart Card at the Contactless Smart Card Reader.
 - Continue operation by using the specialized applications.

NOTE

- Wave cards one at a time. If multiple cards are waved simultaneously, proper reading will not be possible.
- If the chip device is held outside of the contactless smart card reader area or at an angle, or waved incorrectly, proper reading may not be possible.
- Operation distance depends on RFID tag / Smart Card.

Fingerprint Reader

<Only for model with Fingerprint Reader>

Fingerprint Authentication Function

Use fingerprint authentication to improve security and convenience by replacing the conventional password entry required to sign in to windows.

Fingerprint Reader Location



Fingerprint Authentication Function Features

You can use the fingerprint authentication function by using the Windows Hello.

- **Pre-boot authentication (PBA)**
Perform fingerprint authentication before the computer starts up. Set the Supervisor Password for the Setup Utility beforehand.
- **Sign in fingerprint authentication**
Use fingerprint authentication to unlock your computer and sign in to Windows.

IMPORTANT

For Security When Using Fingerprint Authentication

- **Fingerprint authentication does not guarantee complete user authentication and identification. Please note that we cannot accept liability for any loss or damage incurred from your use or inability to use fingerprint authentication. Please be forewarned.**
- **We cannot accept liability for any loss of data due to malfunction of the fingerprint reader.**
- **Registration may be impossible if there is insufficient fingerprint or other information to identify an individual.**

Erasing Fingerprint Data

There are following erase methods.

- **To delete Windows Hello Fingerprint authentication for an account:**

Click  (Start) -  (Settings) - [Accounts] - [Sign-in options] - [Windows Hello Fingerprint] - [Remove].

- **To delete Windows Hello Fingerprint authentication and Windows Hello Face recognition for an account:**

Click  (Start) -  (Settings) - [Accounts] - [Sign-in options] - [Windows Hello PIN] - [Remove] - [Remove].

- **To erase all fingerprint data when transferring or disposing the computer:**

Select [Clear the fingerprint data] in [Fingerprint Security] in the [Security] menu of the Setup Utility, and select [Yes].

Fingerprint Reader Handling

- **Avoid the following. Failure to do so may result in malfunction or damage to the fingerprint reader.**
 - Do not rub or scratch the reader with hard materials or poke it with small pointed objects that could cause scratches.
 - Do not touch the surface with dirty fingers.
 - Do not soil or cover the reader with a sticker.
- **In the following cases, fingerprint reader sensitivity may be degraded, impeding or preventing authentication and registration.**
 - If the surface of the fingerprint reader is soiled with dirt, skin oil, or sweat
 - If the surface of the fingerprint reader is wet by moisture or condensation
 - If your finger is too wet or too dry
 - If your finger is wounded or inflamed
 - If your fingerprint grooves have become too shallow due to wear
 - If you touch the fingerprint reader while sliding your finger
 - If you touch the fingerprint reader with a finger at an angle
 - If the pressing force to touch the fingerprint reader is weak
 - If your finger is swollen, such as from bathing
 - If your fingerprint has changed due to weight loss or gain
- **Fingerprint reader sensitivity may be restored by the following.**
 - Wipe the fingerprint reader with a soft cloth.
 - Wash and wipe your hands.
 - Use another finger for registration and authentication.
 - If your finger is extremely dry, moisten it using hand cream.
- **Static electricity can cause the fingerprint reader to malfunction. To discharge static electricity, touch a metal surface before touching the fingerprint reader. Be especially careful about static electricity in the winter and in other dry conditions.**
- **When a faulty fingerprint reader is repaired, previously saved passwords may be reset in the process. Please be forewarned.**

SSD Pack

Attaching/Detaching the SSD pack

You can replace the SSD pack.



IMPORTANT

- Back up all the important data before detaching the SSD pack.
- If you need to read the SSD pack data on another computer for repair or other purpose, disable the Storage Password and Supervisor Password before detaching the SSD pack. ([▶ Preventing Your Flash Memory Drive from Being Read or Written](#))
- Carefully attach/detach the SSD pack since the SSD pack is extremely sensitive to shock. Note that static electricity may affect some internal components.

1. Turn off the computer.

- Do not use sleep or hibernation.

Perform the following steps to turn off the computer.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Turn off your PC].

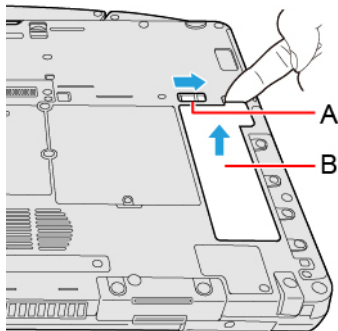
2. Disconnect the AC adaptor, remove the battery pack. ([▶ Replacing the Battery Pack](#))

3. Attach/Detach the SSD pack.

- To detach

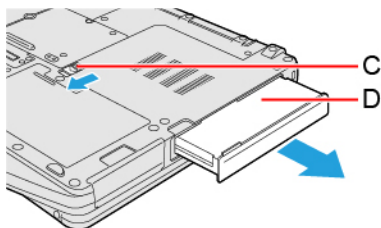
<SSD pack (FZ-VSDR55N)>

1. While sliding the latch (A), lift the SSD pack (B) and slide it out of the slot.



<SSD pack (FZ-VSD551)>

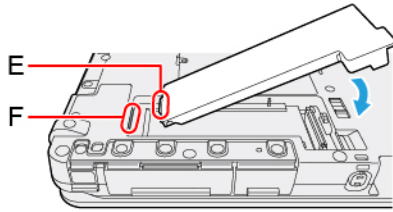
1. While sliding the latch (C), pull out the SSD pack (D).



- To attach

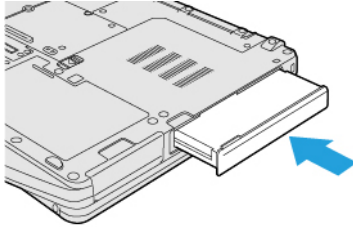
<SSD pack (FZ-VSDR55N)>

1. Insert the projection part (E) of the SSD pack into the (F) part, and attach it while lowering until it clicks.



<SSD pack (FZ-VSD551)>

1. Slide the SSD pack in parallel with the arrow direction until it click to the secured position.



4. Insert the Battery Pack.

IMPORTANT

- Confirm that the latch is surely locked so that the SSD pack does not fall when you carry the computer.
- Be sure to attach the SSD pack for use.

NOTE

- You can check that the SSD pack is recognized or not in the [\[Information Menu\]](#) of the Setup Utility. If the SSD pack is not recognized, turn off the computer and insert it again.

Erasing SSD Pack Data

You can erase the data before changing the SSD pack.

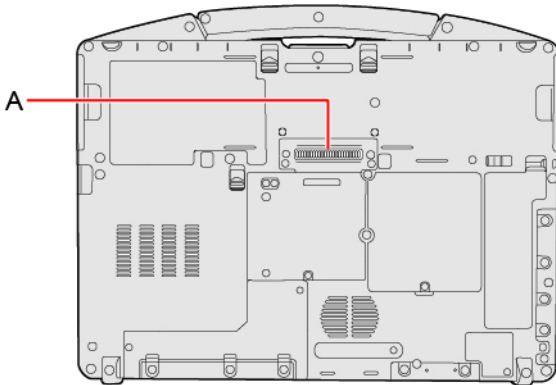
1. Select [Start "Secure Wipe"] in the sub-menu of [Secure Wipe] in the [Security] menu of the Setup Utility.

Port Replicator (CF-VEB541 series)

You can use an optional port replicator (CF-VEB541 series). This device frees you from being bothered by a lot of cable connections when you carry the computer. It also allows you to connect various peripherals.

Connect the port replicator to the expansion bus connector (A) on the bottom of the computer.

Read the instruction manual of the port replicator before using.



IMPORTANT

- Connect the AC adaptor always when using the port replicator.
- The driver of the port replicator is preinstalled in the computer.
- Connect or disconnect the port replicator while the computer power is turned off.
- To boot the computer from a commercially available optical drive, be sure to connect the USB drive to the USB port on the computer, not to the USB port on the port replicator.

NOTE

- Use only the specified port replicator (CF-VEB541 series).

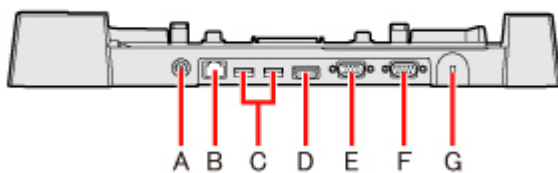
Description of Parts

Read carefully this manual that described for each device when connecting each device to the port replicator.

IMPORTANT

- Do not touch the expansion bus connector or pins of the port replicator.

<Rear>



- A. DC-IN Jack
- B. LAN Port
- C. USB 3.2 (Type-A) Ports (2 ports)
- D. HDMI Port

Connect the HDMI compatible digital display.

- On the monitor connected to the HDMI port or VGA port of the port replicator, content protection images by HDCP (High-bandwidth Digital Content Protection system) cannot be displayed.
- It is not compatible with the analog display.
- The display specifications of the maximum resolution, etc. that can be output differ according to the specifications of the device connected. For details, refer to the specifications of the device connected.

E. VGA Port

F. Serial Port

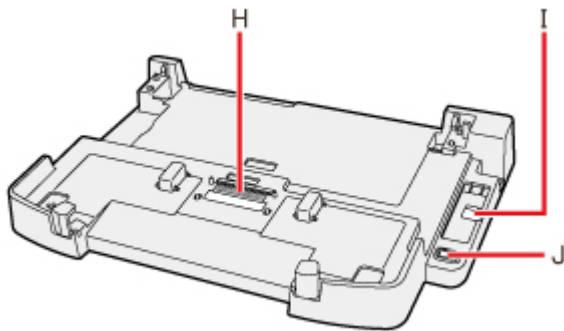
- It does not support serial mouse.

G. Security Slot

A Kensington cable can be connected.

- For more information, read the manual that comes with the cable.

<Front>



H. Expansion Bus Connector

This connects to the expansion bus connector on the bottom of the computer.

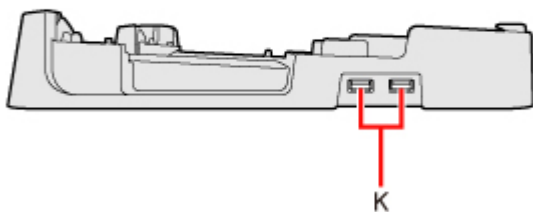
I. Lever

Slide the lever all the way back to release the computer.

J. Power Switch

This operates identically to the power switch on the computer.

<Left>



K. USB 2.0 Ports (2 ports)

Connecting/Disconnecting the Computer

IMPORTANT

- If an external display is connected to both the computer and port replicator, the computer may not be shut down properly.
-

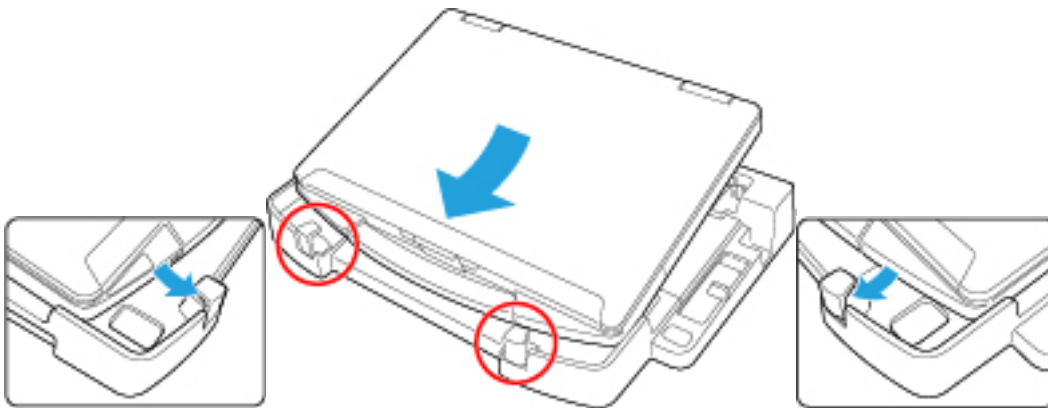
Connecting

1. Turn off the computer.
2. Disconnect all the devices and cables and close the terminal cover and close the display.
3. Connect the AC adaptor to DC-IN jack of the port replicator.
Connect the AC cord to the AC adaptor, and connect to an AC outlet.

IMPORTANT

- Refer to the *OPERATING INSTRUCTIONS* accompanying computer for information on proper handling of the AC adaptor and AC cord.

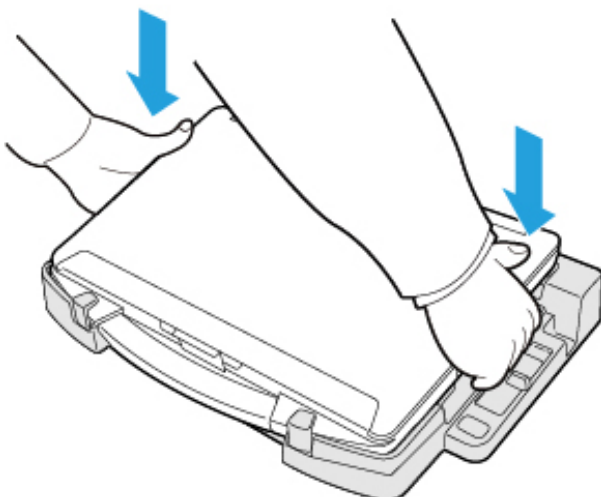
4. Set firmly the front corners of the computer in the latches of the port replicator.
 - Do not attempt to make connections if there is any object between the computer and the port replicator. Doing so could damage the computer and the port replicator.



5. Dock straight down.
 - Press the computer in the direction of the arrow and set firmly against the port replicator.

IMPORTANT

- When you connect the computer at an angle to the port replicator, it may not be set correctly.
- Do not allow your hand to get caught between the computer and the port replicator when setting the computer.



IMPORTANT

- Do not attempt to move the port replicator while the computer is being connected to the port replicator.
- If the computer malfunctions while the port replicator is attached, disconnect the port replicator and check to see if the computer operates normally. If the computer operates normally, the port replicator may be malfunctioning. Contact

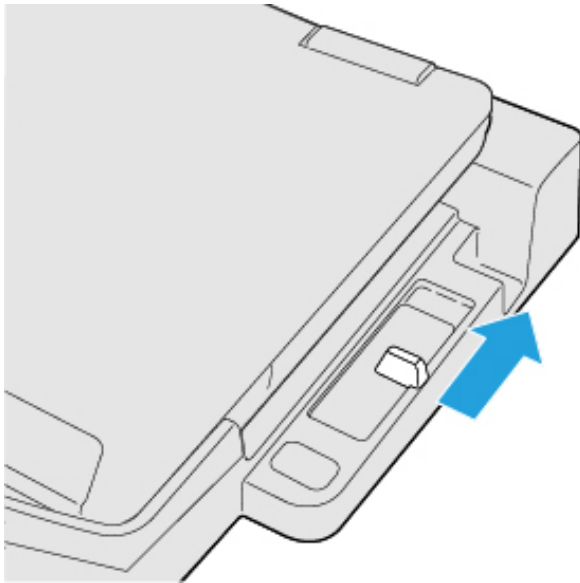
NOTE

- See other chapters in this manual for connecting and setting USB devices, external displays and LAN.
- If the image of the external display connected to the port replicator has stopped, remove the computer from the port replicator, and then reconnect it.

Disconnecting

1. Turn off the computer and close the display.
2. Disconnect all the devices and cables and close the terminal cover and close the display.
3. Slide the lever all the way back.

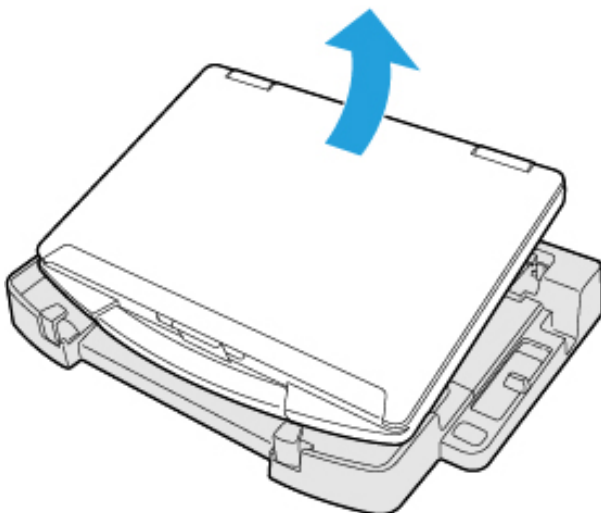
The computer's connector disengages the expansion bus connector of the port replicator.



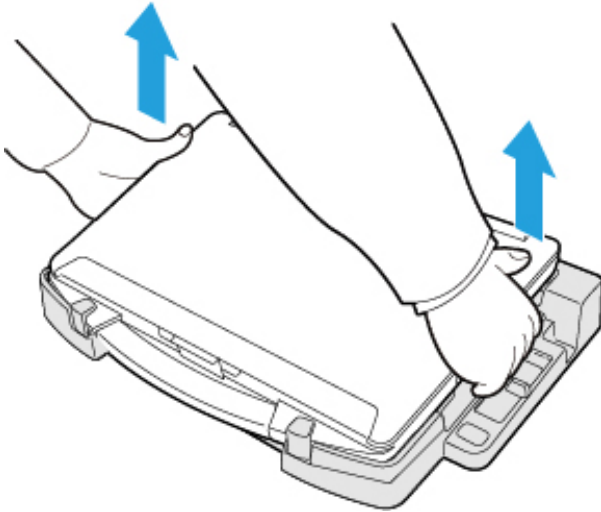
IMPORTANT

- After sliding the lever, do not suddenly release it. The lever may relock. Do not slide the lever while pressing the computer from above. Doing so could damage the computer.
- If the computer malfunctions while the port replicator is attached, disconnect the port replicator and check to see if the computer operates normally. If the computer operates normally, the port replicator may be malfunctioning. Contact Panasonic Technical Support.

4. Lift up the computer to remove it from the port replicator.



5. Undock straight up the computer.



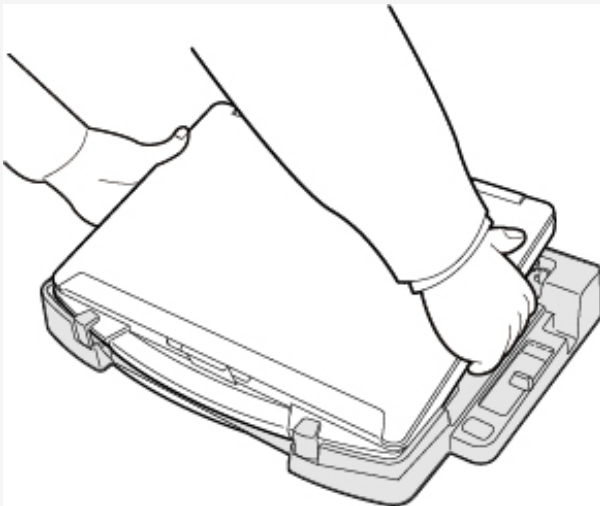
NOTE

- If it is difficult to disconnect the computer, push the lever while holding the computer from top for easy disconnection.

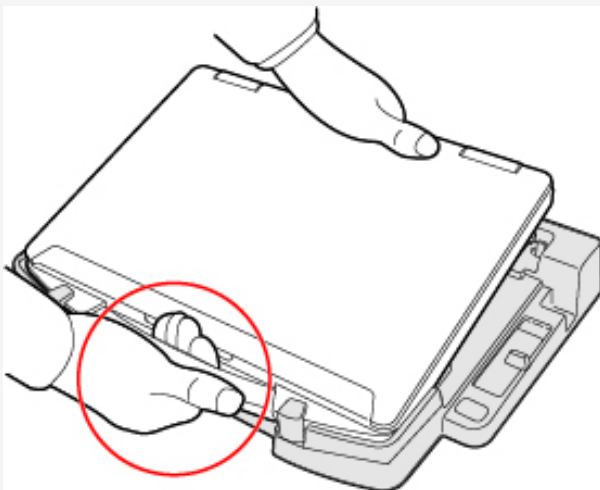
IMPORTANT

- When disconnecting the computer, do not hold the handle (see the location circled in the illustration).

Correct



Incorrect

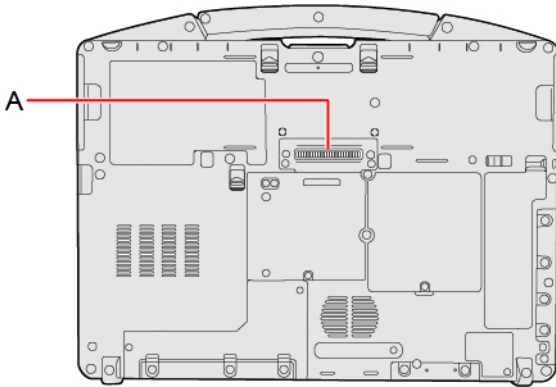


Port Replicator (FZ-VEB55 series)

You can use an optional port replicator (FZ-VEB55 series). This device frees you from being bothered by a lot of cable connections when you carry the computer. It also allows you to connect various peripherals.

Connect the port replicator to the expansion bus connector (A) on the bottom of the computer.

Read the instruction manual of the port replicator before using.



IMPORTANT

- Connect the AC adaptor always when using the port replicator.
- The driver of the port replicator is preinstalled in the computer.
- Connect or disconnect the port replicator while the computer power is turned off.
- To boot the computer from a commercially available optical drive, be sure to connect the USB drive to the USB port on the computer, not to the USB port on the port replicator.

NOTE

- Use only the specified port replicator (FZ-VEB55 series).

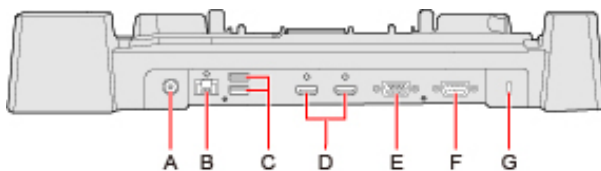
Description of Parts

Read carefully this manual that described for each device when connecting each device to the port replicator.

IMPORTANT

- Do not touch the expansion bus connector or pins of the port replicator.

<Rear>



- A. DC-IN Jack
- B. LAN Port
- C. USB 3.2 (Type-A) Ports (2 ports)
- D. HDMI Ports (2 ports)

Connect the HDMI compatible digital display.

- On the monitor connected to the HDMI port or VGA port of the port replicator, content protection images by HDCP (High-bandwidth Digital Content Protection system) cannot be displayed.

- It is not compatible with the analog display.
- The display specifications of the maximum resolution, etc. that can be output differ according to the specifications of the device connected. For details, refer to the specifications of the device connected.

E. **VGA Port**

F. **Serial Port**

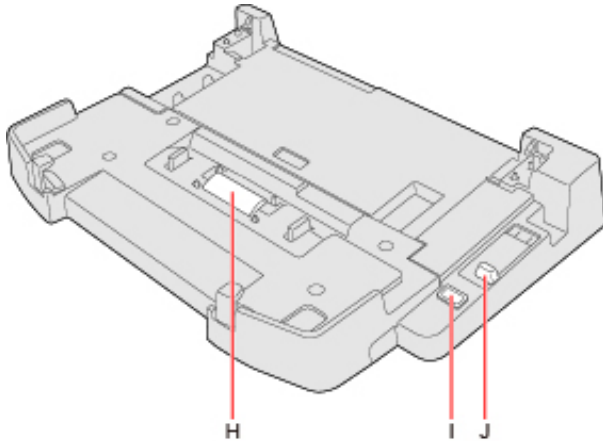
- It does not support serial mouse.

G. **Security Slot**

A Kensington cable can be connected.

- For more information, read the manual that comes with the cable.

<Front>



H. **Expansion Bus Connector**

This connects to the expansion bus connector on the bottom of the computer.

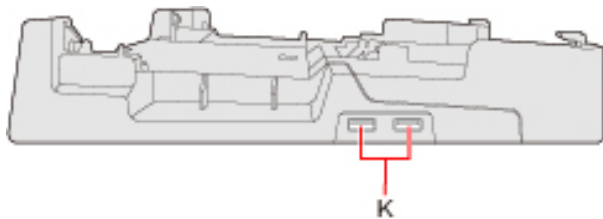
I. **Power Switch**

This operates identically to the power switch on the computer.

J. **Lever**

Slide the lever all the way back to release the computer.

<Left>



K. **USB 2.0 Ports (2 ports)**

Connecting/Disconnecting the Computer

IMPORTANT

- If an external display is connected to both the computer and port replicator, the computer may not be shut down properly.

Connecting

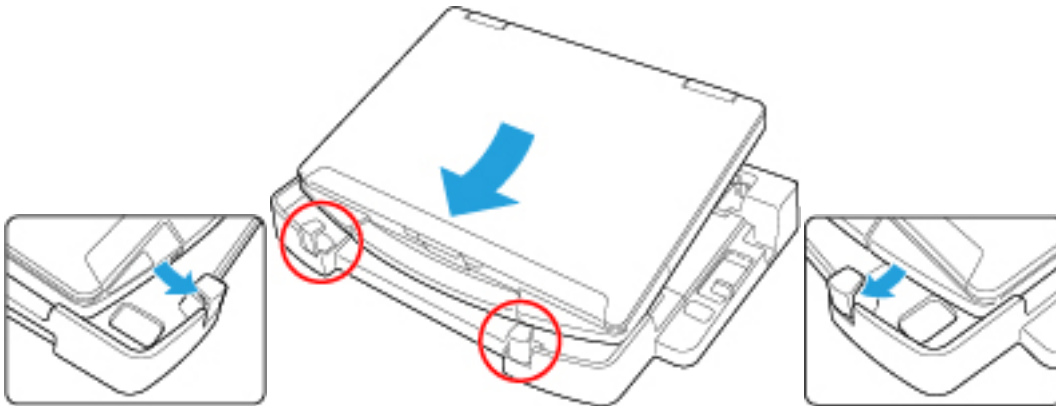
1. **Turn off the computer.**
2. **Disconnect all the devices and cables and close the terminal cover and close the display.**
3. **Connect the AC adaptor to DC-IN jack of the port replicator.**
Connect the AC cord to the AC adaptor, and connect to an AC outlet.

IMPORTANT

- Refer to the *OPERATING INSTRUCTIONS* accompanying computer for information on proper handling of the AC adaptor and AC cord.

4. Set firmly the front corners of the computer in the latches of the port replicator.

- Do not attempt to make connections if there is any object between the computer and the port replicator. Doing so could damage the computer and the port replicator.

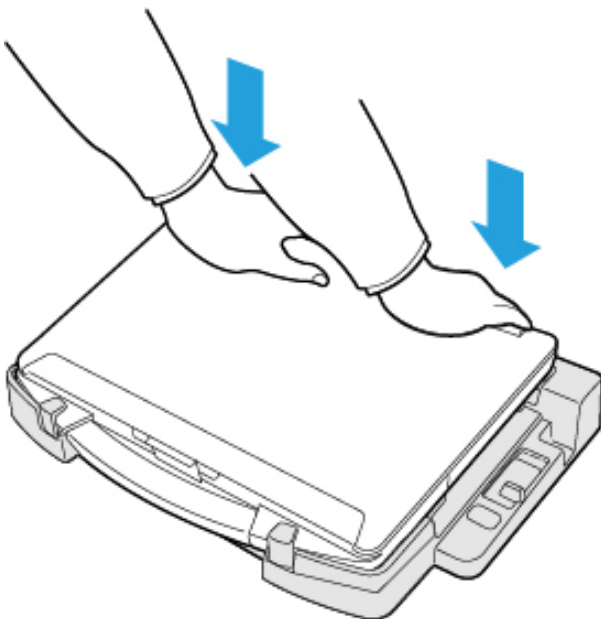


5. Dock straight down.

- Press the computer in the direction of the arrow and set firmly against the port replicator.

IMPORTANT

- When you connect the computer at an angle to the port replicator, it may not be set correctly.
- Do not allow your hand to get caught between the computer and the port replicator when setting the computer.



IMPORTANT

- Do not attempt to move the port replicator while the computer is being connected to the port replicator.
- If the computer malfunctions while the port replicator is attached, disconnect the port replicator and check to see if the computer operates normally. If the computer operates normally, the port replicator may be malfunctioning. Contact Panasonic Technical Support.

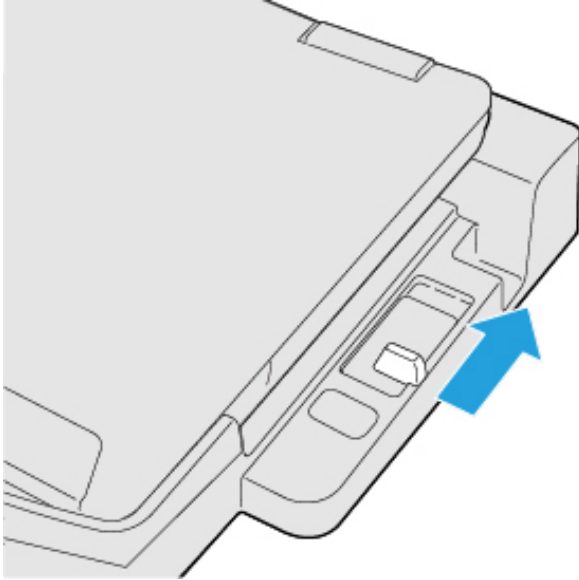
NOTE

- See other chapters in this manual for connecting and setting USB devices, external displays and LAN.
- If the image of the external display connected to the port replicator has stopped, remove the computer from the port replicator, and then reconnect it.

Disconnecting

1. Turn off the computer and close the display.
2. Disconnect all the devices and cables and close the terminal cover and close the display.
3. Slide the lever all the way back.

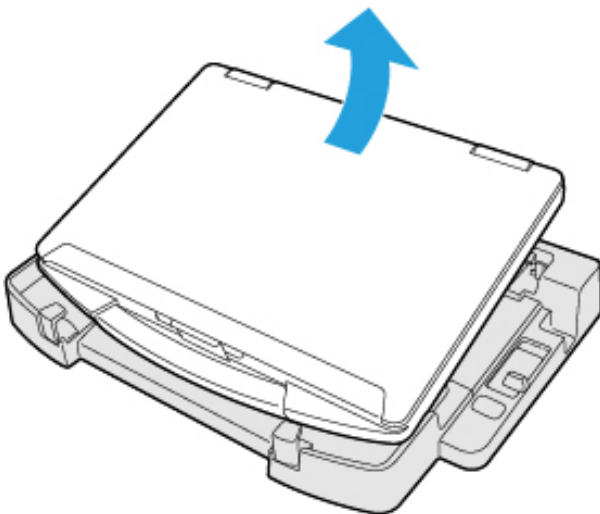
The computer's connector disengages the expansion bus connector of the port replicator.



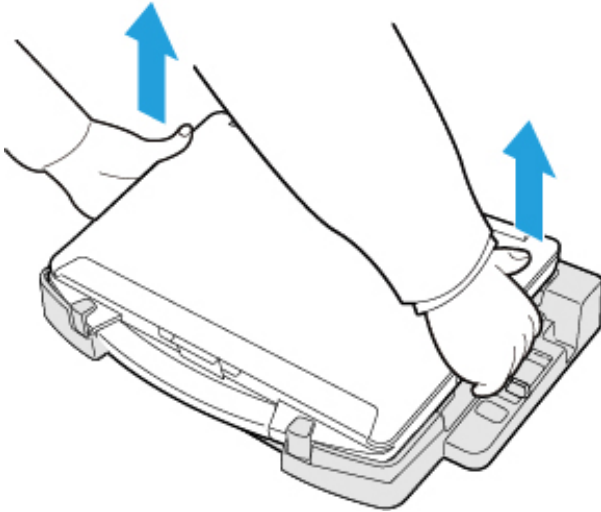
IMPORTANT

- After sliding the lever, do not suddenly release it. The lever may relock. Do not slide the lever while pressing the computer from above. Doing so could damage the computer.
- If the computer malfunctions while the port replicator is attached, disconnect the port replicator and check to see if the computer operates normally. If the computer operates normally, the port replicator may be malfunctioning. Contact Panasonic Technical Support.

4. Lift up the computer to remove it from the port replicator.



5. Undock straight up the computer.



NOTE

- If it is difficult to disconnect the computer, push the lever while holding the computer from top for easy disconnection.

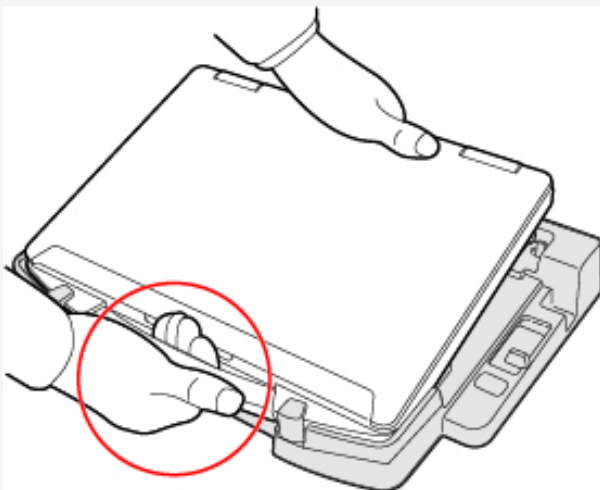
IMPORTANT

- When disconnecting the computer, do not hold the handle (see the location circled in the illustration).

Correct



Incorrect

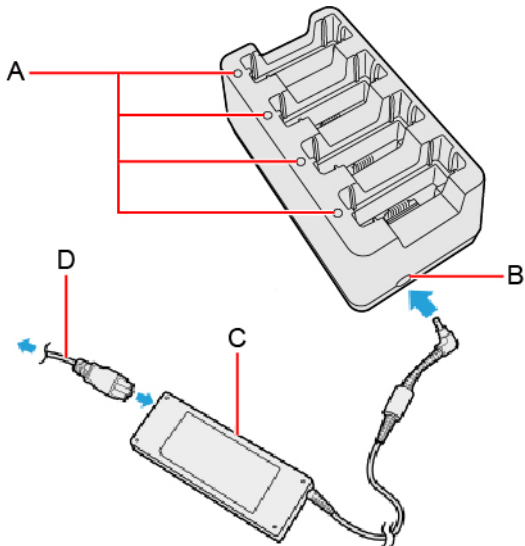


Battery Charger

The battery charger is designed for charging the battery pack for the Panasonic computer series. To recharge a battery pack, you will need the AC adaptor and AC cord included with this product.

Read both this Operating Instructions and the operating instructions of the battery charger before using.

Description of Parts



A. **Battery Indicator (1 to 4)**

B. **DC-IN Jack**

C. **AC adaptor**

Clean the dust and other debris of the connector regularly.

D. **AC cord**

IMPORTANT

- The AC cord may vary depending on the country.
- Use only the specified AC adaptor with this product.

Indicators

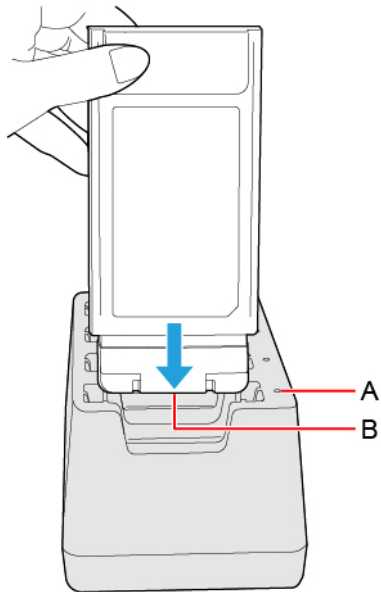
The power indicator on the battery charger lights green when the power is being supplied (when the adaptor is connected).

Battery Indicator	Battery status
Not lit	The battery pack is not inserted or not being charged.
Orange	Charging is in progress.
Green	The battery is fully-charged.
Blinking red	The battery pack or the charging circuit is not operating properly.
Blinking orange	The battery cannot be charged temporarily due to the following reasons: <ul style="list-style-type: none">• Its internal temperature is out of the acceptable range.

Charging the battery pack

1. Connect the AC adaptor.
2. Insert the battery pack(s).

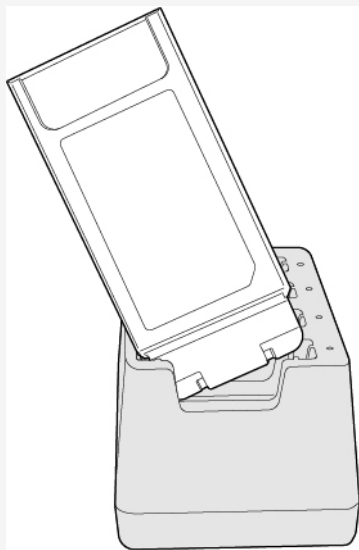
Insert the battery pack firmly with its battery connector (B) facing the indicator (A) of the charger.



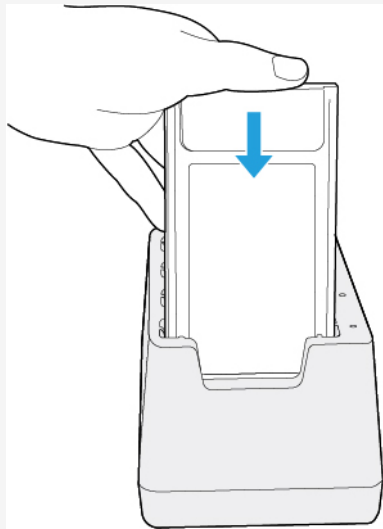
IMPORTANT

- Do not insert the battery pack at an angle. The terminal of the battery charger may be damaged.

Incorrect



- If the battery pack got lodged in the slots, push the middle of the battery pack.



NOTE

- The battery indicator lights when the battery pack is properly inserted with the AC adaptor connected.
- Four battery packs can be inserted simultaneously. Each of them can be inserted in any slot.
- When removing the battery pack, pull it out in the opposite direction of attaching the battery pack.
- Charging begins automatically.
- The battery pack or battery charger will become somewhat warm during normal use. This is not a malfunction.


Troubleshooting





Refer to the following instructions when a problem occurs. If the remedies indicated in the chart do not solve the problem, contact Panasonic Technical Support.

For a software problem, refer to the instruction manual of the software.




- Refer to [Checking the Computer's Usage Status](#).





Starting Up / Sleep / Hibernation / Resume

<p>Cannot start up. The power indicator or battery indicator is not lit.</p>	<ul style="list-style-type: none"> • Connect the AC adaptor. • Insert a fully charged battery. • Remove the battery pack and the AC adaptor, and then connect them again. • Even if the AC adaptor and battery pack are correctly connected, if the battery indicator is not lit, the AC adaptor protection function may be operating. Disconnect the AC cord, wait 3 minutes or more, and reconnect the AC cord. • If a device is connected to the USB port, disconnect the device. • Press « Fn » + « F8 » to turn off the concealed mode.
<p>After adding or changing the RAM module, the power is turned on but nothing is displayed on the screen.</p>	<ul style="list-style-type: none"> • Turn off the computer and remove the RAM module, then confirm whether it is the optional approved RAM module or not. If it is the optional approved RAM module, install it again.
<p>Cannot turn on the computer. The computer does not resume from sleep. (The power indicator blinks rapidly in green.)</p>	<ul style="list-style-type: none"> • Leave it in an environment of 5 °C {41 °F} or higher temperature for about an hour, then turn on the power again.
<p>It takes time for the power indicator to light up.</p>	<ul style="list-style-type: none"> • If the power switch is pressed immediately after the battery pack has been mounted on the computer, and while the AC adaptor is not connected, it may take about 5 seconds before the power indicator lights up and the computer turns on. This is because the computer is checking the remaining battery charge; it is not a malfunction.
<p>"Remove disks or other media. Press any key to restart" or a similar message appears.</p>	<ul style="list-style-type: none"> • If a device is connected to the USB port, disconnect the device, or set [USB Port (Type-C)], [USB Port (Type-A)] or [Port Replicator] to [Disabled] in the [Advanced] menu of the Setup Utility. • If the problem persists after removing the disk, it may be a flash memory failure. Contact Panasonic Technical Support.
<p>Windows startup and operation is slow.</p>	<ul style="list-style-type: none"> • Start the Setup Utility ( Setup Utility) to return the Setup Utility settings (excluding the passwords) to the default values. Start the Setup Utility and make the settings again. (Note that the processing speed depends on the application software, so this procedure may not make Windows faster.) • If you installed a resident software after purchase, turn off the residence.
<p>Cannot resume.</p>	<ul style="list-style-type: none"> • One of the following operations may have been carried out. Press the power switch turn on the computer. Data not saved will be lost. <ul style="list-style-type: none"> • In sleep mode, the AC adaptor or battery pack was disconnected, or a peripheral was connected or disconnected. • The power switch was pressed for 10 seconds or longer to forcibly turn off the computer. • The battery is exhausted. Sleep and hibernation consumes some power.



Other startup problems.	<ul style="list-style-type: none"> Start in the Setup Utility ( Setup Utility) to return the Setup Utility settings (excluding the passwords) to the default values. Start the Setup Utility and make the settings again. Remove all peripheral devices. Check to see if there was a disk error. <ol style="list-style-type: none"> Remove all peripheral devices including an external display. Right-click  (Start) - [File Explorer]. Click [This PC]. Right-click [Windows (C:)], and click [Properties]. Click [Tools] - [Check]. <ul style="list-style-type: none"> A standard user needs to enter an administrator password. Follow the on-screen instructions.
Cannot turn off the computer.	<ul style="list-style-type: none"> Remove all peripherals. It may take 1 or 2 minutes to turn off the computer.
Cannot enter sleep or hibernation.	<ul style="list-style-type: none"> Remove USB devices temporarily. If the problem persists, restart the computer. It may take 1 or 2 minutes to enter sleep or hibernation. The computer does not enter sleep or hibernation immediately after resuming. Wait approximately 1 minute.
Cannot enter sleep or hibernation automatically.	<ul style="list-style-type: none"> Disconnect peripheral devices. If you connect to a network using wireless LAN function, select the profile and connect to the access point ( Disabling/Enabling Wireless Communication). If you do not use wireless LAN function, turn off wireless LAN function ( Disabling/Enabling Wireless Communication). Make sure that you are not using any software that regularly accesses the flash memory.




Entering Password

Forgot the password.	<ul style="list-style-type: none"> Supervisor Password or User Password: Ask the system administrator. Administrator password: <ul style="list-style-type: none"> If you have a password reset disk, you can reset the administrator password. Set the disk and enter any wrong password, then follow the on-screen instructions and set a new password. If you do not have a password reset disk, reinstall ( Installing Software) and set up Windows, and then set a new password.
Even after entering the password, password input screen is displayed again.	<ul style="list-style-type: none"> The computer may be in ten-key mode. If the Num Lock indicator  lights, press « Num Lock » to disable the ten-key mode, and then input. The computer may be in Caps Lock mode. If the Caps Lock indicator  lights, press « Caps Lock » to disable the Caps Lock mode, and then input. Enter the password using the same keyboard that was used to set the administrator password or user password, as the key layouts of the on-screen keyboard and some external keyboards may differ.




<p>[Enter Password] does not appear when resuming from sleep/hibernation.</p>	<ul style="list-style-type: none"> • Select [Enabled] in [Password On Resume] in the [Security] menu of the Setup Utility. • The Windows password can be used instead of the password set in the Setup Utility. <p>■ To add a password, set up the following.</p> <ol style="list-style-type: none"> 1. Click  (Start) -  (Settings) - [Accounts] - [Sign-in options]. 2. Click [Password] - [Add]. 3. Create a password. 4. Click [Next]. 5. Click [Finish]. 6. Select [Every Time] under “Require sign-in”.
<p>Cannot sign in to Windows using the face recognition for Windows Hello outdoors.</p>	<ul style="list-style-type: none"> • If you have registered the face recognition indoors, you may not sign in to Windows using the face recognition outdoors. In such cases, please add Windows Hello face recognition outdoors. Perform the following procedure. <ol style="list-style-type: none"> 1. Sign in to Windows. 2. Click  (Start) -  (Settings) - [Accounts] - [Sign-in options]. 3. Click [Windows Hello Face] - [Improve recognition]. 4. When the “Windows Hello setup” screen is displayed, click [Get started]. 5. “Making sure it's you” is displayed, input PIN number. 6. Since additional registration of face recognition starts, follow the on-screen instructions. • If you cannot register the face recognition outdoors properly, try to take the following measures. <ul style="list-style-type: none"> • In the shade, register your face with your back against the wall that does not reflect the light.


■ Display

<p>No display.</p>	<ul style="list-style-type: none"> • The external display is selected. Press << Fn >> + << F3 >> or <<  >> + << P >> to switch the display. Then click the display mode. • When using an external display, <ul style="list-style-type: none"> • Check the cable connection. • Turn on the display. • Check the settings of external display. • The display is turned off by the power-saving function. The screen returns to the original state when you operate keyboard, touchpad, or touchscreen (only for model with touchscreen). When operating the keyboard, press a key that does not affect the computer operation, such as << Ctrl >> . • The computer entered sleep or hibernation by the power-saving function. To resume, press the power switch.
<p>The screen is dark.</p>	<ul style="list-style-type: none"> • The screen is darker when the AC adaptor is not connected. Press << Fn >> + << F2 >> and adjust the brightness. As you increase the brightness, battery consumption increases. • Press << Fn >> + << F8 >> to turn off the concealed mode. • Under factory default settings, the brightness of the display screen will adjust automatically based on the ambient light detected by the ambient light sensor. You can adjust the settings for this sensor. ( About the Ambient Light Sensor)
<p>The screen is disordered.</p>	<ul style="list-style-type: none"> • Changing the number of display colors and resolution may affect the screen. Restart the computer. • Connecting/disconnecting an external display may affect the screen. Restart the computer. • Resuming from sleep or hibernation may affect the screen of the external display. Restart the computer.




During Simultaneous display, one of the screens becomes disordered.	<ul style="list-style-type: none"> When using the Extended Desktop, use the same display colors for the external display as those used by the LCD. If you continue to experience problems, try changing the display.
The external display does not work normally.	<ul style="list-style-type: none"> If the external display does not support the power saving function, it may not work normally when the computer enters the power saving mode. Turn off the external display. Simultaneous display cannot be used until Windows startup is complete (during Setup Utility, etc.).
The screen does not become bright.	<ul style="list-style-type: none"> The brightness is set low to avoid malfunction where surrounding temperature is high. For proper operating temperature ( Specifications).
There are red, green, or blue dots on the screen, or there is unevenness in colors and brightness on the screen.	<p>The following are not malfunctions.</p> <ul style="list-style-type: none"> Although advanced high-precision technologies are used in the production of color LCD screens, 0.002 % or less of the picture elements may be dark or remain constantly lit (i.e., more than 99.998 % of elements function properly). Due to the natural characteristics of LCD screens, you may notice unevenness in colors and brightness depending on your angle of view. Hues may also vary by product.
Image persistence is occurred.	<ul style="list-style-type: none"> When the same image is displayed on the screen for a long time, previous images may remain faint even if you switch the image to the new one. This phenomenon is called "image persistence". You can suppress the image persistence by the following measures. <ul style="list-style-type: none"> Use the screen saver. <ol style="list-style-type: none"> Right-click the desktop, and then click [Personalize] - [Lock screen] - [Screen saver settings]. Select any screen saver. Set the time to turn off the display. <ol style="list-style-type: none"> Click  (Start) -  (Settings) - [System] - [Power & sleep]. Change the setting.

Sound





No sound.	<ul style="list-style-type: none"> Press « Fn » + « F4 » or « Fn » + « F6 » to cancel mute. Turn off the concealed mode. Restart the computer. Beeping sounds are not emitted by this device.
Distorted sound.	<ul style="list-style-type: none"> Performing « Fn » key combinations sometimes causes sound distortion. Stop and restart playback.
Cannot change the volume by pressing « Fn » + « F5 » or « Fn » + « F6 » .	<ul style="list-style-type: none"> Activate the Windows sound function. When it is not active, the volume does not change even if slide bar is displayed.
The microphone volume is small/large.	<ul style="list-style-type: none"> Adjust the volume of the microphone according to the following steps.: <ol style="list-style-type: none"> Right-click  (Speakers) on the task tray, and click [Sounds]. Click [Recording] - [Microphone Array] - [Properties], and then move the slider () to adjust the volume of [Microphone Array] and/or [Microphone Boost] in [Levels].
Cannot record with microphone.	<ul style="list-style-type: none"> Use a condenser microphone.
When signing in (e.g., resuming the computer), audio is distorted.	<ul style="list-style-type: none"> Perform the following steps to change the audio settings to prevent audio output. <ol style="list-style-type: none"> Right-click  (Speakers) on the task tray, and click [Sounds]. Remove the check mark from [Play Windows Startup sound].

The feedback noise may occur.	<ul style="list-style-type: none"> To stop microphone's monitoring output. <ol style="list-style-type: none"> Right-click  (Speakers) on the task tray, and click [Sounds]. Click [Recording] - [Microphone Array] - [Properties], and then remove a check mark for [Listen to this device] in [Listen].
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Keyboard

Only numbers can be input.	<ul style="list-style-type: none"> When the indicator  is on, the keyboard is in ten-key mode. Press « Num Lock » to cancel.
Only capital letters can be input.	<ul style="list-style-type: none"> When the indicator  is on, the keyboard is in Caps Lock mode. Press « Caps Lock » to cancel.
Cannot enter special characters (ß, à, ç, etc.) and symbols.	<ul style="list-style-type: none"> Use the character map. <ol style="list-style-type: none"> Click  (Start) - [Windows Accessories] - [Character Map].



Disc Operation (only for model with optical disc drive)

The optical disc drive does not work normally.	<ul style="list-style-type: none"> Set [Optical Drive] to [Enabled] in the [Advanced] menu of the Setup Utility. Clean the lens ( Optical disc drive handling care). Check the disc condition ( Disc handling care).
Cannot play back TV programs recorded on a commercial DVD recorder.	<ul style="list-style-type: none"> Finalize the disc on the DVD recorder when the program was recorded in video mode on DVD-R/RW or in VR mode on DVD-RW.
A blue background appears on the screen when playing an MPEG image.	<ul style="list-style-type: none"> You opened the optical disc drive or removed the MPEG disc while it was operating. Re-insert the MPEG disc and close the optical disc drive.
The optical disc drive vibrates excessively or makes noise.	<ul style="list-style-type: none"> Insert the disc correctly. Check the disc condition ( Disc handling care). When writing to CD-R/RW using Power2Go, you can minimize vibration while writing by using the writing speed at [10x] or less.
Cannot eject a disc.	<ul style="list-style-type: none"> Turn on the computer. To remove a disc when the computer is powered off, insert a pin of 1.3 {±0.05} mm in diameter into the emergency hole (A). (When the diameter of the pin is smaller than this, insert the pin slightly downward.) Pushing it completely to the end will free the tray so that it can be pulled out. <div data-bbox="662 1451 906 1765" data-label="Image"> <p>The diagram shows a side view of a laptop with the optical disc drive tray open. A red arrow points to a small hole labeled 'A' located on the front edge of the drive housing, below the tray. This is the emergency ejection hole.</p> </div> If a disc with fingerprints or other dirt is used, you may not be able to remove it. Use a clean disc. ( Cleaning the discs)
The disc tray does not close.	<ul style="list-style-type: none"> Do not touch the eject button when closing the tray.
Other disc operation problems.	<ul style="list-style-type: none"> Use another drive or media.

Network





Cannot connect to a network.	<ul style="list-style-type: none"> Set the device ([LAN] / [LAN (2nd)] / [Wireless LAN] / [Wireless WAN]) to [Enabled] in the [Advanced] menu of the Setup Utility. 												
Cannot check the computer's MAC address.	<ul style="list-style-type: none"> Follow the steps below. <ol style="list-style-type: none"> Click  (Start) -  (Settings). Click [Network & Internet] - [Status] - [View hardware and connection properties]. Properties of each device appears. Write down the 12-digit address (alphanumeric) that appears for "Physical address (MAC):" rows of each devices. The names of each of the devices are as follows. <table border="1" data-bbox="686 504 1492 846"> <thead> <tr> <th>Device</th> <th>Connection name</th> </tr> </thead> <tbody> <tr> <td>LAN</td> <td>Ethernet</td> </tr> <tr> <td>LAN (2nd)</td> <td>Ethernet 2</td> </tr> <tr> <td>Wireless LAN</td> <td>Wi-Fi</td> </tr> <tr> <td>Bluetooth</td> <td>Bluetooth Network Connection</td> </tr> <tr> <td>Wireless WAN</td> <td>Cellular</td> </tr> </tbody> </table> <p>*The content displayed will vary depending on the device and model.</p> <ol style="list-style-type: none"> Click  to close the window. 	Device	Connection name	LAN	Ethernet	LAN (2nd)	Ethernet 2	Wireless LAN	Wi-Fi	Bluetooth	Bluetooth Network Connection	Wireless WAN	Cellular
Device	Connection name												
LAN	Ethernet												
LAN (2nd)	Ethernet 2												
Wireless LAN	Wi-Fi												
Bluetooth	Bluetooth Network Connection												
Wireless WAN	Cellular												




Wireless Communication (only for model with wireless LAN/Bluetooth/wireless WAN)

Cannot connect to a network.	<ul style="list-style-type: none"> Set the device ([Wireless LAN] / [Wireless WAN] of [Wireless Configuration]) to [Enabled] in the [Advanced] menu of the Setup Utility ( Wireless Configuration). Confirm the airplane mode is Off. To turn off the airplane mode ( Using airplane mode). If this computer cannot be connected to a 5 GHz network, confirm "Switching the frequency band of the wireless LAN". Restart the computer.
Access point is not detected.	<ul style="list-style-type: none"> Shorten the distance between the computer and the access point, and try the detection again. Confirm the following settings: <ul style="list-style-type: none"> [Wireless LAN] in the [Advanced] menu of the Setup Utility <ul style="list-style-type: none"> Confirm that [Wireless LAN] of [Wireless Configuration] is set to [Enabled]. Check the channel being used by the access point.
<Only for model with wireless WAN> Cannot communicate.	<ul style="list-style-type: none"> Confirm the following settings: <ul style="list-style-type: none"> [Wireless WAN] in the [Advanced] menu of the Setup Utility <ul style="list-style-type: none"> Confirm that [Wireless WAN] of [Wireless Configuration] is set to [Enabled]. Confirm that the nanoSIM card is inserted correctly. If you cannot be connected to the network after inserting the nanoSIM card, confirm "eSIM/nanoSIM Switching". <p>If communication is not established after proceeding with the above remedies, the wireless WAN device may not be correctly recognized. Restart the computer.</p>

Connecting Peripherals

An error occurs when installing the driver.	<ul style="list-style-type: none"> When you install a driver of card or peripheral device, make sure that the driver is compatible with the operating system. If it is not compatible, malfunction may occur. For information about the driver, contact the manufacturer of the peripheral device.
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<p>A peripheral device does not work.</p>	<ul style="list-style-type: none"> • Install the driver. • Contact the manufacturer of the device. • When operation resumes from sleep or hibernation, devices such as an external mouse and cards may not function properly. In this case, restart the computer or reinitialize the device. • When  is displayed in the Device Manager, remove and insert the device. If the problem persists, restart the computer. • When you set [Port Replicator] to [Disabled] in the [Advanced] menu of the Setup Utility, USB ports of port replicator are also disabled. • The computer may not recognize the connection/removal of some devices, or may not operate normally with some devices. <ul style="list-style-type: none"> 1. Right-click  (Start) - [Device Manager]. 2. Select the device, and remove the check mark for [Allow the computer to turn off this device to save power] in [Power Management]. (This item may be unavailable for some types of devices.) • In the case that a USB device does not work, remove the USB device and connect it again or connect the USB device to another port. • Depending on the peripheral devices, it may not operate normally when connected to the USB port with the continuous power supply function.
<p>The connected mouse does not work.</p>	<ul style="list-style-type: none"> • Check the mouse connection. • Install the driver compatible with the connected mouse.
<p>The RAM module is not recognized.</p>	<ul style="list-style-type: none"> • Insert the RAM module correctly. • Use the optional approved RAM module. • Check the [Information Menu] in the Setup Utility. If the RAM module is not recognized, turn off the computer and reinsert the RAM module.
<p>You do not know the address map for IRQ, I/O port address, etc.</p>	<ul style="list-style-type: none"> • You can check with the following procedure. <ul style="list-style-type: none"> 1. Right-click  (Start) - [Device Manager]. 2. Click [View] - [Resources by type].
<p><Only for model with Serial Port> The device connected to the serial port does not work.</p>	<ul style="list-style-type: none"> • Check the connection. • The device driver may not work. Refer to the instruction manual of the device. • Set [Serial Port] to [Auto] in the sub-menu of [Serial Port Settings] in the [Advanced] menu of the Setup Utility. • The I/O and IRQ you can use vary depending on the device. If the setting does not work, try other settings in the Setup Utility.
<p><Only for model with dedicated GPS / GPS on wireless WAN> GPS does not work.</p>	<ul style="list-style-type: none"> • You can check the GPS status. ( GPS) • Set airplane mode to OFF. <ul style="list-style-type: none"> • Airplane mode^{*1} <ul style="list-style-type: none"> • Confirm that Wireless LAN (Wi-Fi) is [On]. • Confirm that Wireless WAN (Cellular) is [On]. • If a USB 3.2 compatible device is used, GPS information may not be correctly received. In this case, do any of the following. <ul style="list-style-type: none"> • Connect the USB device to the USB 3.2 port. • Use an extension cable (separately sold) compatible with USB 3.2. • If an external antenna for GPS can be used, use the external antenna, and keep some distance between the external antenna and the USB device.

<p><Only for model with wireless LAN> Wireless LAN does not work.</p>	<ul style="list-style-type: none"> You can check the Wireless LAN status. ( Wireless LAN) Set airplane mode to OFF. <ul style="list-style-type: none"> Airplane mode*1 <ul style="list-style-type: none"> Confirm that Wireless LAN (Wi-Fi) is [On]. Confirm that Wireless WAN (Cellular) is [On]. If a USB 3.2 compatible device is used, Wireless LAN Antenna may not be correctly received. In this case, do any of the following. <ul style="list-style-type: none"> Connect the USB device to the USB 3.2 port. Use an extension cable (separately sold) compatible with USB 3.2.
<p><Only for model with Bluetooth> Bluetooth does not work.</p>	<ul style="list-style-type: none"> You can check the Bluetooth status. ( Bluetooth) Set airplane mode to OFF. <ul style="list-style-type: none"> Airplane mode*1 <ul style="list-style-type: none"> Confirm that Wireless LAN (Wi-Fi) is [On]. Confirm that Wireless WAN (Cellular) is [On]. If a USB 3.2 compatible device is used, Bluetooth Antenna may not be correctly received. In this case, do any of the following. <ul style="list-style-type: none"> Connect the USB device to the USB 3.2 port. Use an extension cable (separately sold) compatible with USB 3.2.
<p><Only for model with LAN/2nd LAN> LAN transmission speed slows down noticeably. <Only for model with wireless LAN> Wireless LAN connection is cut.</p>	<ul style="list-style-type: none"> Change the power plan to [Best performance]. ( Configuring Power Saving Settings)

*1 : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Flight mode]/[WiFi] may be displayed instead of [Airplane mode]/[Wi-Fi] in some language preference.)

Touchpad / Touchscreen (only for model with touchscreen)

<p>The pointer does not work.</p>	<ul style="list-style-type: none"> Connect the external mouse correctly. Restart the computer using the keyboard. If the computer does not respond to keyboard commands, read "No response".
<p>Cannot input using the touchpad.</p>	<ul style="list-style-type: none"> The touchpad may be disabled by some mouse drivers. Check your mouse's operating instructions. Press both buttons of touchpad at same time. The touchpad is disabled. Press << Fn >> + << Esc >> to enable.
<p><Only for model with touchscreen> Cannot point the correct position using the pen (included) and fingers.</p>	<ul style="list-style-type: none"> Perform the Calibrating the Screen.

microSD Memory Card

<p>Cannot use a microSD Memory Card.</p>	<ul style="list-style-type: none"> Set [microSD Card Slot] to [Enabled] in the [Advanced] menu of the Setup Utility. This computer does not support the maximum speed some types of microSD / microSDHC / microSDXC memory cards guarantee.
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Smart Card (only for model with Smart Card slot)

<p>Cannot use a Smart Card.</p>	<ul style="list-style-type: none"> Insert the Smart Card correctly. Set [Smart Card] to [Enabled] in the [Advanced] menu of the Setup Utility. To use a Smart Card, you need a specified software and driver.
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Barcode Reader (only for model with Barcode Reader)

Reading is not possible.	<ul style="list-style-type: none">• Confirm that the barcode is readable (without damage, etc.). Confirm that the barcode (symbol) is readable.• Confirm the area for reading. The distance from the reader to the barcode is important. As a rule of thumb, a farther distance should be used for a larger symbol to allow the light to cover the symbol. In addition, a closer distance should be used for a thinner symbol.• Be sure the barcode is not placed closer than necessary to the reader.
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Fingerprint Reader (only for model with Fingerprint Reader)





The reader does not enroll or authenticate my fingerprint.	<ul style="list-style-type: none">• If pop-up or other messages appear on the desktop screen, fingerprint entry may be inhibited temporarily. In such cases, click outside of the Fingerprint Authentication window, and then click again back inside it.• The reader enrolls or authenticates no fingerprint, or performs authentication poorly, despite the correct way of finger touching when your finger is in any of the conditions stated below:<ul style="list-style-type: none">• Rough skin, or injured finger (with a cut or a skin inflammation)• Extremely dry• Soiled with mud or oil• Fingerprint has been worn and has faded• Wet with water or sweat <p><You can improve enrolling and authentication sensitivity by taking the following steps when any of the conditions described above exists></p> <ul style="list-style-type: none">• Wash your hands or wipe them dry.• Use a different finger for registration or authentication.• Treat your finger with a hand cream when it is rough skin or dry. • Clean the fingerprint reader. For further information, refer to Fingerprint Reader Handling. • The fingerprint reader may be malfunctioning when it continues to perform poorly after the steps described above have been performed. Contact Panasonic Technical Support.
User cannot use enrolled finger. (e.g. injury)	<ul style="list-style-type: none">• If none of your enrolled fingers can be used, follow this procedure:<ol style="list-style-type: none">1. When fingerprint authentication screen is displayed, switch to password input by pressing the « Esc » key.2. Sign in to Windows. You can always access the computer by using your Windows sign in password.3. Add another finger, or uninstall the fingerprint authentication function.

User Switching

Some applications do not work properly.	<ul style="list-style-type: none">• When switching to a different user without signing out, some applications do not work properly. In this case, sign out the other users.
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Others

Although the computer is turned on, the following problems is occurred. <ul style="list-style-type: none">• The indicators does not light.• No sound.• Screen is dark.	<ul style="list-style-type: none">• Concealed mode is set to ON ( Concealed Mode).
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No response.	<ul style="list-style-type: none"> Open Task Manager and close the software application. <ol style="list-style-type: none"> Right-click  (Start) - [Task Manager]. <ul style="list-style-type: none"> An input screen (e.g., password input screen at startup) may be hidden behind another window. Use « Alt » + « Tab » to check. Shut down by pressing and holding the power switch for 10 seconds or longer, and turn on the computer and open the application again. If Windows runs correctly, but the application software does not start, uninstall the failing application software, then reinstall it. To uninstall, perform the procedure below. <ol style="list-style-type: none"> Right-click  (Start) - [Apps and Features] - [Apps & features]. Select the program you want to uninstall, and click [Uninstall].
A motion image file cannot be played using Windows Media Player and the message "Codec required" appears.	Some motion image files require a Codec that is not installed as standard. In this case, connect to the Internet and try playback of the file again. The Codec may automatically be downloaded so you may be able to play it.
The date and time are incorrect.	<ul style="list-style-type: none"> Make the correct settings. <ol style="list-style-type: none"> Click  (Start) -  (Settings) - [Time & Language] - [Date & time], and select [Off] in "Set time automatically". Click [Change], and then set the day and time. Click [Change], and select [On] in "Set time automatically". <ul style="list-style-type: none"> If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support.
"Battery not exist" is displayed.	Battery goes to hibernation if the battery level is about 5 %, may be displayed such as "Not exist" or "Not use" is not a malfunction. Connect the AC adaptor for a while.





Checking the Computer's Usage Status

You can check the computer's usage status in the PC Information Viewer. You may need this information when calling Panasonic Technical Support for advice.

NOTE

- This computer periodically records the management information of the flash memory, etc. The maximum data volume for each record is 1024 bytes. The information is only used for estimating the cause when the flash memory goes down by any possibility. They are never sent to outside via network nor used for any other purpose except for the purpose described the above.
To disable the function, add the check mark for [Disable the automatic save function for management information history] in [Hard Disk Status] of PC Information Viewer, and click [OK].
 - A standard user needs to enter an administrator password.
- Depending on your network environment, it may take 1 minute to start up the PC Information Viewer.

Launching PC Information Viewer

- Click  (Start) -  (Panasonic PC Settings Utility) -  (Support) -  (System) - [Launch PC Information Viewer].
- Select the item to display the detailed information.

Saving the information as a text file

- Run the PC Information Viewer and display the information you wish to save.
- Click [Save].

- To save the item that is displayed

Click [Save only the information displayed] and click [OK]. Some of the hidden information on the screen, which cannot be shown without scrolling the screen, will be saved, too.

- To save all items

Click [Save all the information] and click [OK].

In the case of [Hard Disk Status], if you do not add the check mark for [Disable the automatic save function for management information history], the records already recorded are also saved.

3. **Select the folder to save the information, input the file name, and then click [Save].**

Saving a copy of the screen as an image file

To save a copy of the screen as an image file, perform the following steps.

1. **Display the screen you want to save.**

2. **Press**  **>> + <<PrtSc>>.**

The screen image is saved in "Screenshots" folder under "Pictures" folder.

Hardware Diagnostics

If it appears that the hardware installed in this computer is not operating properly, you can use the PC-Diagnostic Utility to determine whether or not there is a problem.

If the utility discovers a problem in the hardware, contact Panasonic Technical Support.

Software cannot be checked using this utility.

Hardware that can be checked using the PC-Diagnostic Utility

- CPU/System
- RAM XXXXX MB
- Storage XXX GB
- Optical Drive (Only for model with optical disc drive)
- SOUND*1
- USB
- SD
- Keyboard
- Touch Screen (Only for model with touchscreen)
- Wireless LAN (Only for model with wireless LAN)
- Video
- Wired LAN
- Serial Port (Only for model with serial port)
- Wireless WAN (Only for model with wireless WAN)
- Bluetooth (Only for model with Bluetooth)
- GPS (Only for model with dedicated GPS)
- Finger Print (Only for model with Fingerprint Reader)
- NFC (Only for model with Contactless Smart Card Reader)
- Camera (Only for model with camera)
- Smart Card (Only for model with Smart Card slot)


*1 : When the PC-Diagnostic Utility is running a loud beep will sound, so do not use headphones as this time. (The beep will not sound if mute is using in Windows or [Sound] is turned off in [Concealed Mode Configuration].)


NOTE

- When the video diagnostic check is running, the display may be distorted. This is not malfunction.

Regarding the PC-Diagnostic Utility

- We recommend that you use the touchpad for operations. When not using the touchpad, you can operate using the internal keyboard instead. Do not use the touchscreen.

Operations	Touchpad/External mouse operations	Internal keyboard operations
Select icon	Place the cursor above the icon	Press « Space », and then press « → » « ← » « ↑ » « ↓ » ( (close) cannot be selected)

Operations	Touchpad/External mouse operations	Internal keyboard operations
Click the icon	Touch or click (right click cannot be used)	Press « Space » above the icon
Complete the PC-Diagnostic Utility and then restart the computer	Click  (close)	Press « Ctrl » + « Alt » + « Del »

- If the touchpad does not operate properly, press « Ctrl » + « Alt » + « Del » to restart the computer, or press the power switch to turn the power off, and then restart the PC-Diagnostic Utility.

Running the Diagnostic Check



Run this utility using the default settings in the Setup Utility.

If the Setup Utility or other settings will not allow hardware to be executed, the hardware icon will be displayed in gray.

1. Connect the AC adaptor, and be enabled the wireless function.

During the diagnostic check, do not remove the AC adaptor, or attach any peripheral devices.

2. Start the Setup Utility.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup"^{*2}.
3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

The computer restarts, and the Setup Utility screen appears.

- If the password is requested, enter the Supervisor Password.
- If you are using the computer after changing the settings from the status at the time of purchase, we recommend that you make a note of the settings that are changed.

^{*2} : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Advanced start-up] may be displayed instead of [Advanced startup] in some language preference.)

3. Press « F9 ».

At the confirmation message, select [Yes] and press « Enter » .

4. Press « F10 ».

At the confirmation message, select [Yes] and press « Enter » .

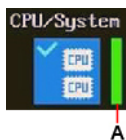
The computer will restart.

5. Press « F2 » to display Setup Utility.




6. Select the [Exit] menu, and then select [Diagnostic Utility].


When the PC-Diagnostic Utility starts up, it will automatically begin the diagnostic check for all hardware components.

- If the password is requested, enter the password.
- The touchpad and the internal keyboard may not be used when each hardware checking is running. While checking is in process, a vertical green progress bar (A) is displayed on the right side of the hardware icon.




- You can perform the following operations by selecting the icons on the screen:

-  : Start the diagnostic check from the beginning.
-  : Stop the diagnostic check (After the process is stopped, you cannot resume it by selecting ).

-  : Display help (click the screen or press « Space » to return to the original screen).
- You can check the status and results of the diagnostic check via the progress bar displayed on the right of the hardware icon.
 - When the bar is progressing: The diagnostic check is in progress.
During memory diagnostic check, the display may stop for a long period of time. Wait until the process is complete.
 - When the bar is green: No problems discovered.
 - When the bar is red: Problems discovered.
 - When the bar is yellow: The diagnostic check has been stopped or canceled.

NOTE

- **Using the following procedure, you can run a diagnostic check on a specified hardware component, or run an extended diagnostic check (The extended diagnostic check is only specified). The extended diagnostic check is more detailed, and so requires a longer period of time to run.**

1. Click  to stop the diagnostic check, and click the hardware icon to configure the diagnostic.

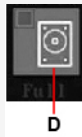
- Standard display (B): Perform diagnostic check.




- "Full" display (C): Perform extended diagnostic check. ("Storage", "Keyboard" and "Touch Screen" only)



- Gray display (D): Do not perform diagnostic check.




2. Click  to start the diagnostic check.

- Display during diagnostic check (E): Diagnostic check is in progress.




7. When all the hardware check is complete, confirm the diagnostic check results.

If the display is red and the message "TEST FAILED" is displayed, you can assume that there is a problem with the computer's hardware. Confirm which hardware component is displayed as red, and contact Panasonic Technical Support.

If the display is green and the message "TEST PASSED" is displayed, the computer's hardware is operating normally. Continue using the computer as it is. If the computer still does not operate properly, reinstall the software ( [Installing Software](#)).

NOTE

- **If you run a memory diagnostic check after installing a new approved RAM module (optional) and the message "TEST FAILED" is displayed:**
Remove the additional RAM module and run the diagnostic check again. If the message "TEST FAILED" is still displayed, you can assume that there is a problem with the internal RAM module.

8. After the diagnostic check is complete, click  (close), or press « Ctrl » + « Alt » + « Del » to restart the computer.

When the Icon Becomes Gray and the Corresponding Device Cannot Be Checked



- **The device is disabled in the Setup Utility:**
Set the device to [Enabled] in the Setup Utility.

Reset your computer

If operations on the unit become unstable, we recommend refreshing Windows. This involves reinstalling the operating system with personal files and settings retained (Personalization).

Preparation

- Remove all peripherals and microSD memory card, etc.
- Connect the AC adaptor and do not remove it until installation is complete.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Get started] under “Reset this PC”.
3. Click [Keep my files] or [Remove everything] on the “Choose an option” screen.

[Keep my files]

- Remove all applications and programs that did not come with this computer.
- Restore settings to default.
- Reinstall Windows without removing your personal files.

[Remove everything]

- Remove all applications, programs and personal files.
 - Restore settings to default.
4. If you are connected to the Internet, click [Cloud download] or [Local reinstall] on the “How would you like to reinstall Windows?” screen.

[Cloud download]


- Download the latest Windows installation file from Microsoft and reinstall Windows.
- You will need at least 4 GB of free space.

[Local reinstall]

- Reinstall Windows from this computer.
5. Click [Change settings] or [Next] on the “Additional settings” screen.
 - When [Keep my files] is selected in step 3, you can change the settings of “Restore preinstalled apps?” by clicking [Change settings].
 - When [Remove everything] is selected in step 3, you can change the settings of “Clean data?” and “Delete workplace resources?” (displayed only for some models) by clicking [Change settings].
 - If you are connected to the Internet, you can change the settings of “Download Windows?” by clicking [Change settings].

6. When the “Ready to reset this PC” screen appears, confirm on-screen information, and click [Reset].


After the reinstallation, the computer will restart.

- Do not interrupt installation, for example by turning off the computer or performing other operation. Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.
7. Perform Setup Windows ( **OPERATING INSTRUCTIONS - Read Me First**).

NOTE

- The date and time, and the time zone may not be correct. Be sure to set them correctly.

8. <Only for model with TPM> Clear TPM.

1. Right-click  (Start) - [Run], then input “tpm.msc” and click [OK].
2. Click [Clear TPM...] under “Actions” on the right of the “Trusted Platform Module (TPM) Management on Local Computer” screen.
3. Click [Restart] of the “Manage the TPM security hardware” screen.
4. After restarting the computer, perform the step 1 to display the “Trusted Platform Module (TPM) Management on Local Computer” screen.
 - After restarting the computer, the “Trusted Platform Module (TPM) Management on Local Computer” screen may appear automatically.
5. Click [Refresh] under “Actions” on the right of the “Trusted Platform Module (TPM) Management on Local Computer” screen.

6. When "The TPM is ready for use." appears in "Status" item, close the "Trusted Platform Module (TPM) Management on Local Computer" screen.

If "The TPM is ready for use." does not appear, wait a moment and click [Refresh] again.

Installing Software


Installing software will return the computer to the default condition. When you install the software, the internal SSD data will be erased.

Back up important data to other media or an external flash memory before installation.

IMPORTANT

- **Do not delete the recovery partition on the SSD. If it has been deleted, the recovery disc could not be created.**

To check the recovery partition, perform the following methods.

1. Right-click  (Start) - [Disk Management].
 - A standard user needs to enter an administrator password.

Disk recovery

You can reinstall the OS that was pre-installed at the time of purchase.

IMPORTANT



- **If the recovery partition is deleted, you cannot perform flash memory recovery.**

If reinstallation using the method described in “Reset this PC” is not successful, follow the steps below.

Preparation

- Remove all peripherals and microSD memory card, etc.
- Connect the AC adaptor and do not remove it until installation is complete.

1. Start the Setup Utility.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”.
3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

2. Write down all of the contents of the Setup Utility and press <<F9>>.

At the confirmation message, select [Yes] and press <<Enter>>.

3. Press <<F10>>.

At the confirmation message, select [Yes] and press <<Enter>>.

The computer will restart.

4. Press <<F2>> or <> while “Panasonic” boot screen is displayed.

The Setup Utility starts up.

- If the password is requested, enter the Supervisor Password.

5. Select the [Exit] menu, then select [Recovery Partition] and press <<Enter>>.

Computer will restart.

6. Click [Recovery].

Click [CANCEL] to abort the operation.


7. Confirm the contents of “EULA”, and click [Accept.] if you continue.


8. Click [Quick Release Storage Drive : xxxxx].

9. Click [Recovery ALL Partitions.].

Installation starts according to the instructions on the screen. (It will take approximately several tens of minutes.)

- Do not interrupt installation, for example by turning off the computer or performing other operation. Otherwise installation may become unavailable as Windows may not start up or the data may be corrupted.

10. **When the Ending process screen is displayed, click [Shutdown.] to turn off the computer.**
11. **Turn on the computer.**
 - If the password is requested, enter the Supervisor Password.
12. **Perform Setup Windows ( OPERATING INSTRUCTIONS - Read Me First).**
13. **Start the Setup Utility and change the settings as necessary.**
14. **<Only for model with TPM> Clear TPM.**

1. Right-click  (Start) - [Run], then input "tpm.msc" and click [OK].
2. Click [Clear TPM...] under "Actions" on the right of the "Trusted Platform Module (TPM) Management on Local Computer" screen.
3. Click [Restart] of the "Manage the TPM security hardware" screen.
4. After restarting the computer, perform the step 1 to display the "Trusted Platform Module (TPM) Management on Local Computer" screen.
 - After restarting the computer, the "Trusted Platform Module (TPM) Management on Local Computer" screen may appear automatically.
5. Click [Refresh] under "Actions" on the right of the "Trusted Platform Module (TPM) Management on Local Computer" screen.
6. When "The TPM is ready for use." appears in "Status" item, close the "Trusted Platform Module (TPM) Management on Local Computer" screen.


If "The TPM is ready for use." does not appear, wait a moment and click [Refresh] again.

Using Recovery Disc



Use the Recovery Disc in the following conditions.

- You have forgotten the administrator password.
- Installation is not complete. The recovery partition in the flash memory may be broken.

Preparation

- Prepare the following items:
 - Recovery Disc (USB memory device can also be used as a recovery disc.) ( [Create a Recovery Disc](#))
 - Commercially available optical drive (only for model without optical disc drive)
- Remove all peripherals and microSD memory card, etc. (except for the commercially available optical drive).
- Connect the AC adaptor and do not remove it until installation is complete.

1. Start the Setup Utility.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

2. Write down all of the contents of the Setup Utility and press << F9 >> .

At the confirmation message, select [Yes] and press << Enter >> .

3. Insert the media that was used to create the recovery disc.

- For DVD/BD media
 1. Connect the commercially available optical drive to the USB port (only for model without optical disc drive).
 2. Set the Recovery Disc into the optical disc drive or the commercially available optical drive.
- For USB storage devices
 1. Connect the USB storage device used to create the recovery disc to the USB port.

4. Press << F10 >> .

At the confirmation message, select [Yes] and press << Enter >> .

The computer will restart.


5. Press << F2 >> or << Del >> while "Panasonic" boot screen is displayed.


The Setup Utility starts up.

- If the password is requested, enter the Supervisor Password.

6. **Select the [Exit] menu, and then select the optical disc drive, commercially available optical drive or USB storage device in [Boot Override] and press << Enter >> .**

The computer will restart.

7. **Click [Recovery].**
8. **Confirm the contents of “EULA”, and click [Accept.] if you continue.**
9. **Click [Quick Release Storage Drive : xxxxx].**
10. **Click [Recovery ALL Partitions.].**
11. **Click [Remain Recovery Partition.].**
Follow the on-screen instructions.
12. **When the ending process screen is displayed, remove the recovery disc and commercially available optical drive or USB storage device, and then click [Reboot.].**
Follow the on-screen instructions.
13. **On the “Finish Recovery Process.” screen, click [Shutdown.].**
14. **Turn on the computer.**
15. **Perform Setup Windows ( OPERATING INSTRUCTIONS - Read Me First).**
16. **Start the Setup Utility and change the settings as necessary.**
17. **<Only for model with TPM> Clear TPM.**

1. Right-click  (Start) - [Run], then input “tpm.msc” and click [OK].
2. Click [Clear TPM...] under “Actions” on the right of the “Trusted Platform Module (TPM) Management on Local Computer” screen.
3. Click [Restart] of the “Manage the TPM security hardware” screen.
4. After restarting the computer, perform the step 1 to display the “Trusted Platform Module (TPM) Management on Local Computer” screen.
 - After restarting the computer, the “Trusted Platform Module (TPM) Management on Local Computer” screen may appear automatically.
5. Click [Refresh] under “Actions” on the right of the “Trusted Platform Module (TPM) Management on Local Computer” screen.
6. When “The TPM is ready for use.” appears in “Status” item, close the “Trusted Platform Module (TPM) Management on Local Computer” screen.

If “The TPM is ready for use.” does not appear, wait a moment and click [Refresh] again.


Error Message


Follow the instructions below when an error message appears. If the problem persists or if the error message is not shown here, contact Panasonic Technical Support.

Error Message	Solution
Bad System CMOS	<p>An error has occurred in the memory of system settings. This occurs when the memory content is changed by an unexpected program operation, etc.</p> <ul style="list-style-type: none"> Start the Setup Utility and return the settings to the default values, and then change the settings as necessary. If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support.
System CMOS Checksum Error	
Invalid Year. System date restored to 01/01/20XX	<p>The date and time settings are not correct.</p> <ul style="list-style-type: none"> Start the Setup Utility and set the correct date and time. If the problem persists, the internal clock battery may need to be replaced. Contact Panasonic Technical Support.
Press F2 for Setup / F12 for LAN	<ul style="list-style-type: none"> Write down the error details and press « F2 » or « Del » to start the Setup Utility. Change the settings if necessary.
Warming up the system (up to 30 minutes)	<p>The computer is warming up before start up. Wait for the computer to start up (takes up to 30 minutes). If "Cannot warm up the system" is displayed, the computer failed to warm up and does not start. In this case, turn off the computer, leave it in an environment of 5 °C {41 °F} or higher temperature for about an hour, and then turn on the power once more.</p>
Remove disks or other media. Press any key to restart	<ul style="list-style-type: none"> If a device is connected to the USB port, disconnect the device, or set [USB Port (Type-C)], [USB Port (Type-A)] or [Port Replicator] to [Disabled] in the [Advanced] menu of the Setup Utility. If the problem persists after removing the disk, it may be a flash memory failure. Contact Panasonic Technical Support.
Reboot and Select proper Boot device or Insert Boot Media in selected Boot device and press a key	<p>The operating system is not properly installed in the flash memory that you are going to boot from.</p> <ul style="list-style-type: none"> If you cannot start up the OS from the internal disk, check if the internal disk is properly recognized on the "Information" menu of the Setup Utility. If it is recognized ("xxx GB" is displayed.), perform the reinstallation. If not ("Empty" is displayed.), contact Panasonic Technical Support. If a device is connected to the USB port, disconnect the device, or set [USB Port (Type-C)], [USB Port (Type-A)] or [Port Replicator] to [Disabled] in the [Advanced] menu of the Setup Utility.
Disk error Press any key to restart	
Please use the recommended AC adaptor	<ul style="list-style-type: none"> Use the specified AC adaptor.

Technical Information

Network Connections and Communications Software


The sleep mode of this computer supports the modern standby mode. ( [Modern Standby](#))

- When an application supports the modern standby mode, it can periodically connect to the network even during sleep.
- If the computer enters sleep or hibernation while you are using an application that does not support the modern standby mode, the network connection may be interrupted or the performance may be adversely affected. If that happens, set the power saving function to [Never]. ( [Setting Sleep or Hibernation](#))

About Fast startup

The fast startup is enabled as the factory default.



If the computer shut down by the following steps, the fast startup will be disabled at next boot-up.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under “Advanced startup”^{*1}.
3. Click [Turn off your PC].

^{*1} : Screen messages are explained in [English (United States)].

(Depending on the language preference, some screen messages in these instructions are different from the actual screen messages. For example, [Advanced start-up] may be displayed instead of [Advanced startup] in some language preference.)

If you perform the following steps, the fast startup function becomes always disabled.

1. Click  (Start) -  (Settings) - [System] - [Power & sleep].
2. Click [Additional power settings] under “Related settings”.
3. Click [Choose what the power buttons do] - [Change settings that are currently unavailable].
4. Remove checkmark from [Turn on fast startup (recommended)] in “Shutdown settings”.

Erasing data when disposing or transferring the computer

When disposing the computer or transferring the ownership, erase all flash memory drive data in order to avoid data leakage. Even if you erase the data or initialize the flash memory drive using normal Windows commands, the data can be read with some special software.

It is recommended to use dedicated software or services to erase the data.

Note that transferring of the ownership without uninstalling the commercial software will be a violation of the software's license agreement.

Hard Disk Data Erase Utility

The Hard Disk Data Erase Utility erases data and software stored on the flash memory drive in a way that is difficult to recover.

The Hard Disk Data Erase Utility erases data using an overwriting method, but there is a possibility that due to malfunctions or other operational errors, data may not be completely erased. There are also specialized devices that may be able to read data that has been erased using this method. If you need to erase highly confidential data, contact a company that specializes in this process. Panasonic Connect Co., Ltd. will bear no responsibility for damages suffered as a result of the use of this utility.


IMPORTANT

- **Connect the AC adaptor and do not remove it until flash memory data erase is complete.**



NOTE

- **<Only for model with optical disc drive>**
Even if flash memory drive data erase is performed, the number of times of DVD's region code setting will not be reset.
- **This function cannot be used to erase the data on the specified partition.**

Preparation

- Prepare the following items:
 - Recovery Disc (USB memory device can also be used as a recovery disc.) ( [Create a Recovery Disc](#))
 - Commercially available optical drive <Only for model without optical disc drive>
- Remove all peripherals and microSD memory card, etc. (except for the commercially available optical drive).
- Connect the AC adaptor and do not remove it until flash memory drive data erase is complete.

1. Start the Setup Utility.

1. Click  (Start) -  (Settings) - [Update & Security] - [Recovery].
2. Click [Restart now] under "Advanced startup".
3. Click [Troubleshoot] - [Advanced options] - [UEFI Firmware Settings] - [Restart].

2. Write down all of the contents of the Setup Utility and press «F9».

At the confirmation message, select [Yes] and press «Enter».

3. Insert the media that was used to create the recovery disc.

- For DVD/BD media
 1. Connect the commercially available optical drive to the USB port (only for model without optical disc drive).
 2. Set the Recovery Disc into the optical disc drive or the commercially available optical drive.
- For USB storage devices
 1. Connect the USB storage device used to create the recovery disc to the USB port.

4. **Press « F10 ».**

At the confirmation message, select [Yes] and press « Enter » .

The computer will restart.

5. **Press « F2 » or « Del » while “Panasonic” boot screen is displayed.**

The Setup Utility starts up.

- If the password is requested, enter the Supervisor Password.

6. **Select the [Exit] menu, and then select the optical disc drive, commercially available optical drive or USB storage device in [Boot Override] and press « Enter ».**

The computer will restart.

7. **Click [Erase].**

8. **Click [Erase the all data on the whole Disk.].**


9. **Click [Start Erase Process.].**

Erasing the flash memory drive data starts.

10. **After the erasing is completed, remove the recovery disc and click [Shutdown.].**

Dispose of Computer

Preparation

- Remove all peripherals and microSD memory card, etc.
- Erase the stored data. ( [Erasing data when disposing or transferring the computer](#))

When disposing of this product, accord with your national legislation.

Specifications

This page provides the specifications for the basic model.

The model number is different according to the unit configuration.

To check the model number:



Check the bottom of the computer or the box the computer came in at the time of purchase.

To check CPU speed, memory size and the flash memory drive (SSD) size:

Run the Setup Utility ( [Setup Utility](#)) and select "Information" menu.

[Processor Type]: CPU speed, [Memory Size]: Memory size, [Storage]: SSD size

Main Specifications

CPU	Intel® Core™ i5-1145G7 Processor (with Intel vPro® Technology) (8 MB ^{*1} cache, 1.1 GHz up to 4.4 GHz with Intel® Turbo Boost Technology) / Intel® Core™ i7-1185G7 Processor (with Intel vPro® Technology) (12 MB ^{*1} cache, 1.2 GHz up to 4.8 GHz with Intel® Turbo Boost Technology)		
Chip Set	Built-in CPU		
Video controller	Intel® UHD Graphics (Built-in CPU)		
Main Memory ^{*1*2}	8 GB / 16 GB / 32 GB, DDR4 SDRAM (64 GB Max.)		
Storage ^{*3}	OPAL 256 GB / OPAL 512 GB / OPAL 1 TB / OPAL 2 TB (SSD) Approx. <For localized OS model> 16 GB / <For MUI OS model> 20 GB is used as a partition with disk recovery tools. (Users cannot use this partition.) Approx. 1 GB ^{*4} is used as a partition with system tools. (Users cannot use this partition.)		
Display Method		14.0" HD (1366 × 768 dots), Aspect ratio 16:9	14.0" FHD (1920 × 1080 dots), Aspect ratio 16:9
	Internal LCD ^{*5}	Max. 16,777,216 colors (1366 × 768 dots)	Max. 16,777,216 colors (1920 × 1080 dots)
	External Display (HDMI) ^{*6}	Max. 16,777,216 colors (1366 × 768 dots)	Max. 16,777,216 colors (1920 × 1080 dots)
Wireless LAN ^{*7}	Intel® Wi-Fi 6 AX201 ( Wireless LAN)		
Bluetooth ^{*7*8}	( Bluetooth)		
LAN	IEEE 802.3 10Base-T / IEEE 802.3u 100BASE-TX / IEEE 802.3ab 1000BASE-T		
Sound	WAVE and MIDI playback, Intel® High Definition Audio subsystem support, Speaker × 2 (Stereo)		
Security Chip	TPM (TCG V2.0 compliant)		
microSD Memory Card Slot ^{*9}	microSDXC, UHS-I		
RAM Module Slot (For extension)	× 1, DDR4 SDRAM, 260-pin, 1.2 V, SO-DIMM, PC4-3200 Compliant		

Interface		USB 3.2 (Type-A) port × 2 ^{*10} / LAN Port (RJ-45) × 1 / HDMI Port (Type A) × 1 ^{*11} / 3.5 mm Headset jack, Stereo Headphone: 4 mW/ch (32 Ω, 1 kHz), CTIA Monaural Microphone / Expansion Bus Connector (Dedicated 24-pin female) / External Antenna Connector × 2 ^{*12} <Only for model with USB Type-C> USB Type-C port (with USB Power Delivery, DisplayPort™ Alternate Mode, Thunderbolt™ 4) × 1 ^{*10}		
Keyboard / Pointing Device		82 keys / Touchpad	82 keys / Touchpad <Only for model with touchscreen> 82 keys / Touchpad / Touchscreen: 10 Finger touch (Capacitive) / Φ2 Passive Stylus	
Power Supply		AC adaptor or Battery pack		
AC Adaptor ^{*13}		Input: 100 V - 240 V AC, 50 Hz/60 Hz, Output: 15.6 V DC, 7.05 A		
Battery Pack (Main Battery)		Li-ion 10.8 V, 6300 mAh		
		Operating Time ^{*14}	Approx. 19 hours	Approx. 18 hours
		Charging Time ^{*15}	Power Off: Approx. 3 hours Power On: Approx. 3 hours	
Power Consumption ^{*16}		Approx. 65 W ^{*17} / Approx. 110 W (maximum when recharging in the ON state)		
Physical Dimensions (W × D × H) ^{*18}		345 mm × 272 mm × 32.8 mm {13.6" × 10.7" × 1.3"} (without protruding parts)		
Weight ^{*18}		Approx. 2.08 kg {Approx. 4.6 lbs.}	<Only for model without touchscreen> Approx. 2.13 kg {Approx. 4.7 lbs.} <Only for model with touchscreen> Approx. 2.22 kg {Approx. 4.9 lbs.}	
Environment	Operating Temperature	-10 °C to 50 °C {14 °F to 122 °F} (IEC60068-2-1, 2) ^{*19*20}		
	Operating Humidity	30 % to 80 % RH (No condensation)		
	Storage Temperature	-20 °C to 60 °C {-4 °F to 140 °F}		
	Storage Humidity	30 % to 90 % RH (No condensation)		

Software

Operating System ^{*21}	Windows 10 Pro 64-bit
Pre-installed Software	<ul style="list-style-type: none"> • PC Information Viewer • Panasonic PC Recovery Disc Creation Utility • Microsoft Office Trial^{*22} • Emergency notification setting • Panasonic PC Camera Utility^{*23} • Panasonic PC GPS Viewer^{*24} • Panasonic PC Manual Selector • Panasonic PC Settings Utility^{*25} • Panasonic PC Backlit Keyboard Settings Utility^{*23} • Panasonic PC Day Night Mode Utility • Panasonic PC 2D Barcode Key Emulator^{*26}
	<ul style="list-style-type: none"> • Aptio Setup • PC-Diagnostic Utility • Hard Disk Data Erase Utility^{*27}

Wireless LAN^{*7}

Data Transfer Rates ^{*28}	IEEE802.11a : 54 Mbps IEEE802.11b : 11 Mbps IEEE802.11g : 54 Mbps IEEE802.11n : HT20 : 144.4 Mbps HT40 : 300 Mbps IEEE802.11ac : VHT20 : 173.3 Mbps VHT40 : 400 Mbps VHT80 : 866.7 Mbps VHT160 : 1.73 Gbps IEEE802.11ax : HE20 : 287 Mbps HE40 : 574 Mbps HE80 : 1.2 Gbps HE160 : 2.4 Gbps
Standard Supported	IEEE802.11a / IEEE802.11b / IEEE802.11g / IEEE802.11n / IEEE802.11ac / IEEE802.11ax
Transmission Method	OFDM system, DSSS system

Bluetooth^{*7*8}

Bluetooth	Bluetooth v5.1 Classic mode / Low Energy mode
Transmission Method	FHSS system
Wireless Channels Used	Classic mode: Channels 0 to 78 / Low Energy mode: Channels 0 to 39
RF Frequency Band	2.402 GHz - 2.480 GHz

Optional Devices

Wireless WAN ^{*29*30}	LTE compatible
Dedicated GPS ^{*30}	Chip: U-blox NEO-M8 Series GPS/GLONASS/SBAS Support
Camera	Video: 1920 × 1080 pixels, 30 fps Still: 1920 × 1080 pixels Ambient light sensor / 4 Microphones for Enhanced Voice Recognition / with Camera Cover
nanoSIM Card Slot ^{*31}	× 1

TOUGHBOOK Universal Bay^{*32}

Storage (2nd SSD)	256 GB / 512 GB / 1 TB / OPAL 256 GB / OPAL 512 GB / OPAL 1 TB (SSD)
Optical Disc Drive	DVD MULTI Drive / DVD-ROM Drive / Blu-ray Disc Drive Buffer underrun error prevention function: Supported Further information, refer to "Optical Disc Drive"
Smart Card Slot	× 1

Barcode Reader	× 1
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Rear Expansion Area^{*33}

VGA Port	× 1
True Serial Port	× 1
USB 3.2 (Type-A) port ^{*10}	× 1
Rugged USB 2.0 port ^{*10}	× 1
2nd LAN	IEEE 802.3 10Base-T / IEEE 802.3u 100BASE-TX / IEEE 802.3ab 1000BASE-T

Front Expansion Area^{*34}

Smart Card Slot	× 1		
Fingerprint Reader	Image Size : 7.4 × 6.0 mm, Image Resolution : 363 DPI		
Contactless Smart Card Reader (HF band)	× 1, RF frequency: 13.56 MHz, compatible with ISO/IEC 14443 Type A, ISO/IEC 14443 Type B, ISO/IEC 18092		
Battery Pack (Second Battery)	Li-ion 10.8 V, 6300 mAh		
	Operating Time ^{*14}	Approx. 38 hours (with Main Battery + Second Battery)	Approx. 36 hours (with Main Battery + Second Battery)
	Charging Time ^{*15}	Power Off: Approx. 6 hours (with Main Battery + Second Battery) Power On: Approx. 6 hours (with Main Battery + Second Battery)	

*1: 1 MB = 1,048,576 bytes / 1 GB = 1,073,741,824 bytes

*2: Memory size depends on the model.

*3: 1 MB = 1,000,000 bytes / 1 GB = 1,000,000,000 bytes / 1 TB = 1,000,000,000,000 bytes. Your operating system or some application software will report as fewer GB.

*4: Space used may increase when system update is performed.

*5: A 16,777,216 color display is achieved by using the dithering function.

*6: Maximum resolution depends on the specifications of the external display. Display may be impossible using some connected external displays.

*7: Only for model with wireless LAN. The specifications may differ depending on the model.

*8: Does not guarantee operation of all Bluetooth peripherals.

*9: Operation on all microSD equipment is not guaranteed.

*10: Does not guarantee operation of all USB-compatible peripherals.

*11: Does not guarantee operation of all HDMI-compatible peripherals.

*12: Only for model with External Antenna Connector.

*13: <Only for North America>

The AC adaptor is compatible with power sources up to 240 V AC adaptor. This computer is supplied with a 125 V AC compatible AC cord.

*14: Measured by MobileMark[®] 2014.

Varies depending on the usage conditions, or when an optional device is attached.

- OS Power Mode : Better Battery
- Disable "VBS" function (Virtualization-based Security)


*15: Varies depending on the usage conditions, CPU speed, etc.

*16: Approx. 0.3 W when the battery pack is fully charged (or not being charged) and the computer is off.

Even when the AC adaptor is not connected to the computer, power is consumed (Max. 0.15 W) simply by having the AC adaptor plugged into an AC outlet.

*17: Rated power consumption.

*18: Typical value. May differ depending on models and options.

*19: Do not expose the skin to this product when using the product in a hot or cold environment. ( OPERATING INSTRUCTIONS - Read Me First)
When using in hot or cold environment, some peripherals may fail to work properly. Check the operation environment of the peripherals.
Using this product continuously in a hot environment will shorten the product life. Avoid use in these types of environments. When using in low temperature environment, startup may become slow or battery operation time may become short.
The computer consumes power when the SSD is warming up during startup. Therefore, if you are using battery power and the remaining power is low, the computer may not start up.

*20: <Only for North America>
UL 62368-1 Evaluated for use at ambient temperatures up to 35 °C {95 °F} when used with optional AC Power Adaptor and 40 °C {104 °F} when used without AC power adaptor.

*21: Operations of this computer are not guaranteed except for the pre-installed OS and the OS which is installed by using the flash memory recovery and the recovery disc.

*22: To continue using this software after the end of the trial, purchase a license by following the on-screen instructions.

*23: Depending on the models, this application software is not installed.

*24: Only for model with dedicated GPS.

*25: Panasonic PC Settings Utility includes the following functions: Touchscreen Mode / USB Charge Settings / etc.

*26: Only for model with Barcode Reader.

*27: Perform on the recovery disc.

*28: These are speeds specified in IEEE802.11a+b+g+n+ac+ax standards. Actual speeds may differ.

*29: Only for model with wireless WAN. The specifications may differ depending on the model. The model supports eSIM.

*30: The model with dedicated GPS cannot use the function with GPS on wireless WAN.

*31: Only for model with wireless WAN. When using a nanoSIM card, a nanoSIM card (8.8 mm {0.35"} × 12.3 mm {0.48"}) must be inserted in the nanoSIM card slot.



*32: Option for TOUGHBOOK Universal Bay. For TOUGHBOOK Universal Bay, exclusively configurable by selecting one from Optical Disc Drive, 2nd SSD, Smart Card Slot or Barcode Reader.

*33: Option for Rear Expansion Area. This option includes VGA Port and True Serial Port. For Rear Expansion Area, exclusively configurable by selecting one from USB 3.2 (Type-A) Port, 2nd LAN or Rugged USB 2.0 Port.

*34: Option for Front Expansion Area. For Front Expansion Area, exclusively configurable by selecting one from Smart Card Slot, Fingerprint Reader, Contactless Smart Card Reader or Second Battery.

For Europe

For CE marking, refer to the followings:

Declaration of Conformity (DoC)

"Hereby, Panasonic declares that this computer is in compliance with the essential requirements and other relevant provisions of the Directive 2014/53/EU."

Hint:

If you want to get a copy of the original DoC of our above mentioned products, please contact our web address: <https://www.ptc.panasonic.eu>

Panasonic Connect Co., Ltd.

4-1-62 Minoshima, Hakata-ku, Fukuoka 812-8531, Japan

Authorised Representative in EU:

Panasonic Testing Centre

Panasonic Connect Europe GmbH

Winsbergring 15, 22525 Hamburg, Germany

<Only for model with wireless WAN>

Following are applied for FZ-55D/E/F series with EM7455.

Type of wireless	Communication Mode	Frequency band	Maximum transmit power
WWAN	W-CDMA	1920 - 1980 MHz (Band 1)	24 dBm
	W-CDMA	1710 - 1785 MHz (Band 3)	24 dBm
	W-CDMA	880 - 915 MHz (Band 8)	24 dBm
	LTE	1920 - 1980 MHz (Band 1)	24 dBm
	LTE	1710 - 1785 MHz (Band 3)	24 dBm
	LTE	2500 - 2570 MHz (Band 7)	23 dBm
	LTE	880 - 915 MHz (Band 8)	24 dBm
	LTE	832 - 862 MHz (Band 20)	24 dBm

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zlib

/* zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.8, April 28th, 2013

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```
printf("%s",png_get_copyright(NULL));
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Glenn Randers-Pehrson
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July 18, 2013

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For U.S.A.

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Original Battery Warranty

Batteries supplied with the product are covered under the warranty for one (1) year from date of purchase. Batteries purchased separately are covered under the warranty for one (1) year from the date of purchase. A replacement battery furnished under the product warranty is covered for the remaining period of the one- year warranty on the original or purchased battery.

Optional: Extended Warranty Program (PC)

If this coverage is purchased, the serial numbered Product is entitled to the same manufacturer's warranty coverage on the Product with the exception of the battery. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

Optional: Panasonic "Protection Plus" Warranty

Any Product for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage. All other terms and conditions of the standard warranty apply and this additional coverage will exist for the duration of the standard warranty period of the Product. If an extended Protection Plus warranty program is purchased, coverage is extended to the end of the last year of extended coverage purchased.

This warranty does not cover failures or defects that are caused by fire, intentional acts, loss, theft, improper maintenance, modification or service by anyone other than a Panasonic Authorized Service Provider, or damage that is attributable to acts of God. Cosmetic damage that does not affect functionality is not covered. Cosmetic damage on Products with hardware failures will be repaired in accordance with the warranty terms. This warranty is extended solely to the original purchaser on the Product's serial number for which it was purchased. Complete Product unit replacement fulfills the full obligation and is at the discretion of Panasonic and is limited to once during the coverage term. Refer to the Panasonic website for full terms and conditions on the above programs.

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The Ultimate Care warranty will cover any hardware failures occurring due to accidental damage of the Product with an exclusion only of customer intentional acts and damage caused by events beyond human control, for up to a maximum of 1% of the total of Products deployed for a specific customer.

This includes unlimited replacement of major sub-assemblies and components of the Product during the standard warranty term and any extended warranty term plan that has been purchased by the customer. This also includes cosmetic damages that may result from exposure of the internal components of the Product to the environmental conditions.

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Wireless Module Warranty

Panasonic approved wireless modems installed in Panasonic brand computers and integrated by Panasonic or an Authorized Panasonic Wireless Integrator are covered under the warranty for the remaining warranty period of the device in which the modem is installed. For devices with less than three (3)

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- Memory Expansion Card (Panasonic Brand) – 3 Years
- Car Mount - Docking Station PCB or Vehicle Docking Station – 3 Years
- Desktop Port Replicator, I-O Box, Docking Cradle (like CF-U1) – 3 Years
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- Hard Drive / Solid State Drive (Internal) - 3 Years
- Separately purchased 2nd Hard Drive – 1 Year
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- Battery Charger / Multi-Bay Battery Charger – 1 Year
- Stylus Pens, Digitizer & Standard - 90 Days (physical damage excluded)

Section 2 - Limited Warranty - Software

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- Cosmetic damage or any damage which occurs in shipment
- Failures which are caused by products not supplied by Panasonic
- Failures caused by the use of non-approved Panasonic 3rd party accessories, including but not limited to, vehicle docks, mounting solutions, straps, cases, bags and power accessories
- Failures which result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation,

maladjustment of consumer controls, improper maintenance or modification, use not in accordance with product use instructions

- Failures due to service by anyone other than a Panasonic Authorized Service Provider
- Failures caused by improper installation of options or accessories or due to integration by any company other than Panasonic or a Panasonic Authorized Service Center
- Damage, failure, or loss due to the unit being stolen, lost, misplaced, or used by anyone other than the original purchaser
- Damage that is attributable to acts of God
- * Protection Plus and Ultimate Care warranty programs provide protection against accidental damage. Neither program is intended to provide product refurbishment due to normal wear and tear through normal use.
- * Customers who have twenty (20) or more units requiring service are required to contact Panasonic at 800-527-8675 and request Field Engineering assistance to coordinate higher volume repairs.

This limited warranty only covers failures due to defects in materials or workmanship which occur during normal use. If a unit is sent to a Panasonic Authorized Service Center and no hardware failure is found, the customer will be billed for labor to correct a software issue or reimage the applicable Hard Disk, or Solid State Drive plus shipping and applicable administrative fees at the current rates set by the service provider.

While we anticipate use of our products in certain environments such as nuclear equipment/systems, air traffic control equipment/systems, or aircraft equipment/systems (as defined in *1), medical devices or accessories (as defined in *2), medical treatment diagnosis image display, life-support system, or other equipment/devices/systems that are involved with ensuring human life or safety, we do not allow users to integrate our product such that it becomes an integral part of the systems found in these environments.

Panasonic will not be responsible for any liability resulting, and in any way for any damages or loss resulting from the use of this product arising out of the foregoing uses.

*1 : Aircraft equipment/systems include Electric Flight Bag (EFB) systems are defined by FAA AC 120-76D or EASA Commission Regulation (EU) No 965/2012.

*2 : As defined by the Regulation (EU) 2017/745 Medical Device Regulation.

Panasonic cannot guarantee any specifications, technologies, reliability, safety (e.g. flammability/smoke/toxicity/radio frequency emission, etc.) requirement related to aviation standards that exceed the specifications of our COTS products.

Other Limits and Exclusions: There are no other express warranties except as listed above.

PANASONIC SHALL NOT BE LIABLE FOR LOSS OF DATA OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For technical support or to arrange for service on your Panasonic computer product, call our toll-free hotline at 1-800-LAPTOP5 [option 1] (800-527-8675).

For Canada

PANASONIC COMPUTER AND PERIPHERALS LIMITED WARRANTY

Coverage - Panasonic Canada Inc. ("PCI") warrants to you, the first end user customer, this computer product (excluding software media), when purchased from PCI or from a PCI authorized reseller, to be free from defects in materials and workmanship under normal use, subject to the terms set forth below, during the period of warranty coverage specified.

Scope of Coverage	Period of Coverage	Type of Failure Coverage
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<ul style="list-style-type: none"> Laptop Computers (except Battery) and AC Adaptor Factory/PCI installed options including Wireless WAN, GPS, Bluetooth, Finger-print reader, Backlit keyboard, Memory Card and Media Bay Drives (CD/DVD) Ultra-Mobile PC Tablet PC Mobile Wireless Display PDRC — LCD and Keyboard Assemblies Port Replicator 	Three (3) Years from Date of Original End User Customer Purchase Defective Materials or Workmanship	Defective Materials or Workmanship
<ul style="list-style-type: none"> Hand-held Computers Battery Battery charger Auto Adaptor External USB Drives 	One (1) Year from Date of Original End User Customer Purchase	Defective Materials Workmanship
<ul style="list-style-type: none"> Standard or Digitizer Stylus Pen 	Ninety (90) Days from Date of Original End User Customer Purchase	Defective Materials or Workmanship
<ul style="list-style-type: none"> All consumable items including protection film, cleaning cloth, carry case, tether and harness No Coverage 	No Coverage	

Remedy - In the event of a warranty claim, contact PCI's representatives within the applicable warranty period, identifying the nature of the defect claimed, at 1-800-668-8386 between 9:00 A.M. and 5:00 P.M., Eastern Time Zone, Mon. — Fri. (excluding holidays) for instructions on how to obtain service. A purchase receipt or other proof of date of original purchase is required before warranty service is performed. Defective parts covered by this Limited Warranty will be repaired or replaced with new or comparable rebuilt parts on an exchange basis. Warranty replacement or repair is subject to the terms of this Limited Warranty for the balance of the original period of warranty coverage.

No Coverage - This Limited Warranty does not cover products purchased outside Canada. Neither does it cover damage to, failure of, or defects in a product or accessory through mishandling, improper installation, abnormal use, misuse, neglect, accident, introduction of liquid or other foreign matter into the product, alteration or servicing by anyone not authorized by PCI, or act of God.

Failures caused by the use of non-approved Panasonic 3rd party accessories, including but not limited to, vehicle docks, mounting solutions, straps, cases, bags and power accessories.

While we anticipate use of our products in certain environments such as nuclear equipment/systems, air traffic control equipment/systems, or aircraft equipment/systems (as defined in *3), medical devices or accessories (as defined in *4), medical treatment diagnosis image display, life-support system, or other equipment/devices/systems that are involved with ensuring human life or safety, we do not allow users to integrate our product such that it becomes an integral part of the systems found in these environments.

Panasonic will not be responsible for any liability resulting, and in any way for any damages or loss resulting from the use of this product arising out of the foregoing uses.

*3 : Aircraft equipment/systems include Electric Flight Bag (EFB) systems are defined by FAA AC 120-76D or EASA Commission Regulation (EU) No 965/2012.

*4 : As defined by the Regulation (EU) 2017/745 Medical Device Regulation.

Panasonic cannot guarantee any specifications, technologies, reliability, safety (e.g. flammability/smoke/toxicity/radio frequency emission, etc.) requirement related to aviation standards that exceed the specifications of our COTS products.

IF YOU SHIP THE PRODUCT FOR WARRANTY SERVICE

Carefully pack the product, preferably in the original carton. Include details of defect claimed and proof of date of original purchase. No liability is assumed for loss or damage to the product while in transit, if you chose your own transportation carrier.

SOFTWARE MEDIA LIMITED WARRANTY

Coverage – PCI warrants to you, the first end user customer, that the disk(s) or other media on which software program(s) is/are supplied will be free from defects in materials and workmanship under normal use in Canada for a period of sixty (60) days from date of receipt as evidenced by your purchase receipt for your Panasonic Computer product.

THIS IS THE ONLY WARRANTY THAT PCI MAKES RESPECTING THE SOFTWARE MEDIA. PCI does not warrant the software. Please refer to the software licensor's written warranty (accompanying the copy of the software) for any software warranty claim.

Claim Procedure – In the event of a defect in material or workmanship in the media during the sixty (60) days warranty period, and you return it, transportation costs prepaid, to Panasonic Canada Inc., Computer Products Marketing, 5770 Ambler Drive, Mississauga, Ontario L4W 2T3, within the

warranty period, together with a copy of your purchase receipt, and an explanation of the suspected defect, PCI will replace in Canada the defective disk (s) or other media.

Remedy – PCI's entire liability, and your only remedy for any breach of this software media warranty is limited to replacement of the media only. It does not cover any other damages, including, but not limited to, loss of use or profit loss, or special, indirect or consequential damages, or other claims, whether or not of similar character.

No Coverage – This limited warranty does not apply if the disk(s) or other media has been used in other than a Panasonic product, or in environmental conditions other than those specified by PCI or the manufacturer, or if subjected to misuse, neglect, mishandling, modification or attempted modification of the program, or if damaged by accident or act of God. PCI is not responsible for damage to or loss of any program, data or removable storage media.

GENERAL

NO OTHER WARRANTIES – PCI DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE, SOFTWARE MEDIA, COMPUTER PRODUCT, OPTIONS AND ACCESSORIES.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES – IN NO EVENT SHALL PCI BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING FROM ANY BREACH OF THE LIMITED WARRANTIES SET OUT IN THIS DOCUMENT, OR FROM THE USE OF THE COMPUTER PRODUCT, INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, BUSINESS, PROFIT OR GOODWILL. IN ANY EVENT, PCI'S MAXIMUM LIABILITY FOR ANY BREACH SHALL NOT EXCEED THE AMOUNT ACTUALLY PAID BY YOU FOR THE COMPUTER PRODUCT. NO ACTION, REGARDLESS OF ITS BASIS, MAY BE BEGUN AGAINST PCI MORE THAN TWO (2) YEARS AFTER THE CAUSE OF ACTION AROSE.

Statutory Warranties – Some jurisdictions do not allow these limitations or exclusions, so they may not apply to you.

Pour le Canada

GARANTIE LIMITÉE – ORDINATEURS ET PÉRIPHÉRIQUES PANASONIC

Couverture - Panasonic Canada Inc. (« PCI ») garantit à l'acheteur original que ce produit informatique (à l'exclusion des supports des logiciels) est, au moment de sa vente par PCI ou d'un revendeur agréé par PCI, exempt de défauts de pièces et de fabrication dans les conditions normales d'utilisation, et ce, pendant la période de couverture de la garantie, sous réserve des modalités décrites ci-dessous.

Éléments couverts	Durée de couverture	Type de couverture
<ul style="list-style-type: none">• Ordinateurs blocs-notes (sauf batteries) et adaptateur secteur• Options installées en usine/par PCI incluant : WAN sans fil, GPS, Bluetooth, lecteur d'empreintes digitales, clavier rétroéclairé, carte mémoire et lecteurs (CD/DVD)• Ordinateurs personnels ultra-portables• Ordinateurs tablettes• Écran mobile sans fil• Ensembles PDRC – ACL et clavier• Duplicateur de port	Trois (3) ans à partir de la date d'achat original.	Défauts de pièces et de fabrication
<ul style="list-style-type: none">• Ordinateurs de poche• Batterie• Chargeur de batterie• Adaptateur pour voiture• Périphériques USB	Un (1) an à partir de la date d'achat original.	Défauts de pièces et de fabrication
<ul style="list-style-type: none">• Stylo pointeur standard ou pour numériseur graphique	Quatre-vingt-dix (90) jours à partir de la date d'achat original.	Défauts de pièces et de fabrication
<ul style="list-style-type: none">• Tous les articles consommables incluant les pellicules protectrices, chiffons de nettoyage, étuis de transport, longes et sangles	Aucune couverture	

Recours – Pour obtenir des informations sur la marche à suivre dans le cas où une réclamation en vertu de la garantie deviendrait nécessaire, communiquez par téléphone avec un représentant de PCI au 1-800-668-8386, entre 9h00 et 17h00 (heure de l'Est) du lundi au vendredi (sauf les jours fériés), avant l'échéance de la garantie applicable, en prenant soin d'identifier la nature de la défaillance.

Un reçu ou toute autre pièce justificative de la date d'achat original sera exigé avant toute réparation. Toute pièce défectueuse couverte par la présente garantie limitée sera réparée ou remplacée par une pièce neuve ou remise à neuf. Le remplacement ou la réparation sera fait conformément aux modalités de la présente garantie limitée pendant la durée restante de la période originale de la garantie.

Produits non couverts – La présente garantie limitée ne couvre pas les produits achetés à l'extérieur du Canada. Elle ne couvre pas non plus les dommages, la défaillance ou les défauts attribuables à une manutention inadéquate, une mauvaise installation, une utilisation anormale ou abusive, de la négligence, un accident, un déversement ou la pénétration d'un objet étranger, une modification, un cas fortuit ou une réparation effectuée par une personne non agréée par PCI.

La garantie ne couvre pas les bris ou pannes causées par l'utilisation d'accessoires non-approuvés par Panasonic qui sont fabriqués par d'autres compagnies, y compris mais pas limité aux stations d'accueils pour véhicules, les solutions de montage, les étuis, les sacs et les accessoires électriques.

Bien que nous anticipions l'utilisation de nos produits dans certains environnements tels que les systèmes/équipements nucléaires, systèmes/équipements de contrôle du trafic aérien ou systèmes/équipements d'avions (comme défini dans *5), dispositifs ou accessoires médicaux (comme défini dans *6), affichages d'images de diagnostic pour traitement médical, systèmes d'assistance de vie artificielle ou tout autre équipement/dispositif/système lié à la vie ou la sécurité humaine, nous n'autorisons pas les utilisateurs à intégrer nos produits de telle sorte qu'ils fassent partie intégrante des systèmes trouvés dans ces environnements.

Panasonic n'acceptera aucune responsabilité pour tout incident, et d'aucunes façons pour tout dommages ou pertes résultant de l'usage de ce produit pour l'une des fonctions énoncées ci-dessus.

*5 : Les systèmes/équipements d'avion incluent les systèmes à Sac de vol électronique (EFB) sont définis par l'AA AC120-76D ou le Règlement de la Commission de l'AESA (UE) N° 965/2012.

*6 : Comme prescrit par le Règlement (UE) 2017/745 concernant les dispositifs médicaux.

Panasonic ne donne aucune garantie en ce qui concerne les spécifications, les technologies, la fiabilité et la sécurité (par exemple, l'inflammabilité, la fumée, la toxicité, l'émission de fréquences radio, etc.) relatives aux normes de l'aviation qui ont dépassent les spécifications de nos produits produits COTS.

EXPÉDITION DU PRODUIT POUR SERVICE SOUS GARANTIE

Emballer soigneusement le produit, de préférence dans son emballage d'origine. Joignez une description de la défaillance de même qu'une pièce justificative de la date d'achat. Panasonic Canada Inc. ne peut être tenue responsable pour tout dommage ou perte subi pendant le transport si vous avez choisi le transporteur.

GARANTIE LIMITÉE – SUPPORTS DES LOGICIELS

Couverture – Panasonic Canada Inc. (« PCI ») garantit à l'acheteur original que la ou les disquettes ou tout autre support sur lequel le ou les programmes sont fournis sont exempts de défauts de pièces et de fabrication dans des conditions normales d'utilisation au Canada, et ce, pour une période de soixante (60) jours suivant la date de réception indiquée sur la preuve d'achat.

LA PRÉSENTE GARANTIE EST LA SEULE OFFERTE PAR PCI COUVRANT LES SUPPORTS DE LOGICIELS. PCI ne garantit pas les logiciels. Reportez-vous à la garantie écrite du concédant de licence d'utilisation du logiciel (qui accompagne la copie du logiciel) pour toute réclamation en vertu de la garantie.

Réclamation – marche à suivre – Panasonic Canada Inc. remplacera toute disquette ou support défectueux si l'article en question est retourné, port payé, à son service de Marketing – produits informatiques, 5770 Ambler Drive, Mississauga (Ontario) L4W 2T3, dans les soixante (60) jours suivant la date d'achat original. Joignez à votre envoi une pièce justificative de votre achat et une description du problème.

Recours – La responsabilité de PCI - et votre seul recours - dans le cas de toute défaillance couverte par la garantie sur ce support de logiciel est limitée au seul remplacement du support. Elle ne couvre aucun autre dommage, y compris, mais non exclusivement, la perte d'usage ou de profits, ni aucun dommage spécial, indirect ou consécutif, ni aucune autre réclamation de nature similaire ou autre.

Produits non couverts – La présente garantie limitée ne s'applique pas si la ou les disquettes ou autre support ont été utilisés dans un produit d'une marque autre que Panasonic ou dans des conditions environnementales autres que celles spécifiées par PCI ou le fabricant, ou soumis à une mauvaise utilisation, à la négligence, à une manutention inadéquate ou encore si le programme a été modifié ou subi une tentative de modification ou des dommages attribuables à un accident ou à un cas fortuit. De plus, PCI n'assume aucune responsabilité pour toute perte de, ou tout dommage à, un programme, des données ou un support de sauvegarde amovible.

GÉNÉRALITÉS

PCI NE RECONNAÎT AUCUNE AUTRE GARANTIE, EXPLICITE OU IMPLICITE, Y COMPRIS, MAIS NON EXCLUSIVEMENT, LES GARANTIES IMPLICITES DE VALEUR COMMERCIALE ET D'UTILITÉ À UNE FIN QUELCONQUE, À L'ÉGARD DU LOGICIEL, SUPPORTS DE LOGICIELS, PRODUITS INFORMATIQUES, PÉRIPHÉRIQUES ET ACCESSOIRES.

SOUS AUCUNE CIRCONSTANCE PCI NE POURRA ÊTRE TENUE RESPONSABLE DES DOMMAGES SPÉCIAUX, INDIRECTS OU CONSÉCUTIFS ATTRIBUABLES À UN MANQUEMENT AUX GARANTIES LIMITÉES DÉCRITES DANS LE PRÉSENT DOCUMENT OU À L'UTILISATION DU PRODUIT INFORMATIQUE, Y COMPRIS, SANS RESTRICTION, LA PERTE DE DONNÉES, D'AFFAIRES, D'ACHALANDAGE OU DE PROFIT.

DANS TOUS LES CAS, LA RESPONSABILITÉ MAXIMALE DE PCI POUR TOUT MANQUEMENT NE POURRA EXCÉDER LE PRIX DE VENTE DU PRODUIT INFORMATIQUE. AUCUNE RÉCLAMATION, SANS ÉGARD À SES MOTIFS, NE POURRA ÊTRE FAITE AUPRÈS DE PCI PLUS DE DEUX (2) ANS APRÈS LES FAITS INVOQUÉS À LA BASE D'UNE TELLE RÉCLAMATION.

Garantie statutaires – Certaines juridictions interdisent de telles limitations ou exclusions; aussi, pourraient-elles ne pas s'appliquer.

A. Introduction

A.1 Overview

This document describes the standard service level provided by the TOUGHBOOK European Service Centre at Panasonic Manufacturing UK Ltd (hereafter called "Panasonic") to the TOUGHBOOK Customer during the standard Warranty period, and also the extended Warranty period. All processes and procedures are explained in order to provide a guide for the interactions between Panasonic and the Customer.

Service of TOUGHBOOK products can be carried out by a Panasonic Service Centre or by a Panasonic Authorised Service partner only.

A.2 Goal

Panasonic will provide Warranty service and support to all Panasonic TOUGHBOOK devices sold within the European Economic Area (EEA), Switzerland, Turkey and the United Kingdom based upon the appointed Warranty agreements respectively. (See Warranty information.)

A.3 Panasonic Service Centre – Facilities and Functions

Help desk

The help desk will be the first point of contact if a unit is found to be defective. Any queries will be answered by the help desk and any arrangements can be made for a unit to be returned to Panasonic for a repair.

Service Office

Dealing with all aspects of the administration and customer care, they will be your escalation point if you were to need further support or are not happy with any aspect of our service to you.

Logistics

The Logistics team is dedicated to receiving and sending out laptops in a safe and controlled way, using our logistics partner.

Warehouse

We hold a wide range of spare parts that allow us to have faster response times and ensure the best availability for repairs.

Workshop

The workshop consists of a team of engineers and technical specialists in Panasonic TOUGHBOOK, who can diagnose and repairing a wide range of faults and defects in the full range of Toughbook devices. They receive intensive training on all technologies used in Panasonic TOUGHBOOK products.

Panasonic also benefit from a dedicated support route to our Design and R&D (Research & Development) Teams in UK/Japan.

Customer Service Sales Engineers

Our Customer Service Sales Engineers will ensure that our service is at your convenience.

B. Contacts

B.1 General Contact Information

Main Office Telephone Number	+44 (0) 2920 542 150
Main Office Fax Number	+44 (0) 2920 736 250

B.2 Address
 TOUGHBOOK European Service Centre
 Panasonic Manufacturing (UK) Ltd
 Wycliffe Road
 Pentwyn Industrial Estate
 Cardiff
 CF23 7XB
 United Kingdom

B.3 Web page <http://www.toughbook.eu>
TOUGHBOOK Service Cloud <https://toughbook.custhelp.com/app/home>

B.4 Help desk phone numbers:

English	+44 (0) 8000884324
French	+33 (0) 805636449
German	+49 (0) 8007235211
Italian	+39 (0) 800986915
Spanish	+34 (0) 900997990
Switzerland ITF	+41(0) 800002429 (German)
Switzerland ITF	+41(0) 800588017 (French)

E-mail address: toughbooksupport@eu.panasonic.com

The Help desk is available Monday to Friday, 8:00 – 17:00 GTM (All Bank holidays in the relevant countries are covered, closed for Christmas Day, Boxing Day and New Year’s Day). Maybe subject to change at the discretion of Panasonic.

C. Warranty Information

C.1 Overview

TOUGHBOOK (As packed in the original box)		Warranty period
TOUGHBOOK Products and AC adapters	All Laptop, Tablet	3 years ^{*7}
TOUGHBOOK Products and AC adapters	Handheld Products	1 year ^{*7}
Components (mechanical & electrical)	Internal drives, Display, HDD, Connectors, Ports, Standard keyboard, Touchpad, Mouse pad, Touch screen, Modem, Main board/Processor, Circuit board, Speakers	3 years for all laptops and tablets/ 1 year for hand-helds
Consumables	Battery ^{*8} , LCD protective film, Stylus etc	6 months
Recovery Media	Physical Media	60 days

ACCESSORIES (Delivered separately to original box or on separate order)	Warranty period
Car chargers	1 year ^{*7}
Battery chargers	
Port replicators	
Cradles / Docks	
External drives	
Cables	
Additional AC adapters or media bay devices	
Additional memory modules (after sales purchase of the TOUGHBOOK)	
Carrying Solutions (i.e. Hand straps)	
Any other accessory	

CONSUMABLES (Delivered separately to original box or on separate order)	Warranty period
Additional Batteries ^{*8}	6 months
Additional Pens	
LCD Protective Film	
Carrying Handle	
Any other Consumable	

*7: Extended Standard Warranty for all laptops and tablets can be purchased for years 4 and 5 but must be purchased before existing warranty expired. Extended Standard warranty for handhelds can be purchased for years 2, 3, 4 and 5 but must be purchased before existing warranty expired. Additional warranty is also available separately on selected accessories such as docking solutions. In such cases these Terms and Conditions may also be extended for the period of the additional Warranty.

*8: A battery is considered good if it maintains 50% of its charge capacity during the Warranty period. If a battery is returned under this contract and testing determines that it has charge capacity greater than 50%, the battery will be returned with an invoice for administration and logistics charges. Extended Warranty is also available for batteries.

Service Availability & Continuity

Please note that Service Repair and Spare Parts availability is at Panasonic's discretion.

For End-of-Life devices Panasonic will endeavor to provide spare parts and to ensure continuity of service for up to a maximum of 5-years for In-Warranty devices in line with typical standard warranty usage. However, in certain circumstances, parts may become End-of-Life and unobtainable before the model series has entered its End-of-Life period. In such circumstances, where the device is still under warranty, Panasonic will offer the best possible alternative.

C.2 Definitions

- Warranty period** means the period agreed by contract.
- Repairer** means Panasonic Service Centre, or any other Authorised Service Centre.
- We/Us/Our** means Panasonic Manufacturing UK Ltd (Panasonic).
- Wear and Tear** means the gradual deterioration associated with normal use and age of the TOUGHBOOK and its components.
- You/Your/Yourself** means the customer.
- Product** means TOUGHBOOK device.
- End of life** means that the TOUGHBOOK Product concerned is discontinued and is no longer manufactured and/or sold by Panasonic Connect Europe GmbH

C.3 Warranty Conditions

The warranty starts at point of receipt by end user which is verified by the model and/or serial number. Proof of purchase may be requested.

Warranty claims must be reported immediately following the discovery of the fault to the Panasonic help desk.

C.4 Scope and Performance of Warranty Services

Panasonic will repair the product (other than software, which is treated in a different section of this Warranty) with new or refurbished parts, in the event of a defect in materials or workmanship.

The Warranty is limited to the manufacture of the hardware features and the condition of the original product prior to the defect. For this, it is sufficient when the affected product fulfils the test requirements in accordance with the Panasonic specifications for the original product in accordance with the product data sheet.

This Warranty only applies to new Products purchased in the European Economic Area (EEA), Switzerland, Turkey and the United Kingdom.

Panasonic will endeavour to process in-warranty repairs within 5 working days from collection of the faulty device.

This Warranty only covers failures due to defects in materials or workmanship that occur during normal use during the Warranty term. Exclusions from this warranty can be found at C.7.

The Warranty does not include the restoration of customer data or software. Neither Panasonic Connect Europe GmbH nor Panasonic Manufacturing UK Ltd, nor any other company within Panasonic Group - accepts any liability for the lost data or software.

Faulty parts shall be replaced with new or refurbished parts. The faulty parts removed from a product as part of a warranty case (or the original faulty unit in the case of a replacement being supplied) shall become the property of Panasonic. These parts can be returned to the end user upon request, and the repair will be deemed to be an out of warranty repair, for which Panasonic is then entitled to charge a corresponding amount.

For the Panasonic parts used in Warranty cases, the remaining Warranty period of the repair device still applies, should these parts be installed in a Product.

For the Panasonic parts used in out of Warranty cases, there is a 90-Day Warranty on the repair and spare parts used.

Please note: For EOL device or EOL replacement part Panasonic will use best endeavours to support.

Turkey only: For Turkey only there is a 6 months Warranty on the repair and spare parts used. With regards to out of Warranty repairs, if a fault occurs on the repaired or replaced product attributable to the services, maintenance, repair or mounting of the device within 1 year from the repair/replacement, no payment from the customer will be made unless due to customer misuse. Any replaced product will be limited by the warranty term of the sold product.

For data storage media and specific components, only the limited scope described separately in these terms and Warranty conditions shall apply.

Warranty services shall be provided by the Repairer during the working hours specified locally. The working hours may differ depending on national or regional customs.

C.5 Collect and Return Warranty

The customer reports a defective device to the help desk over the telephone or via TOUGHBOOK Service Cloud. If the help desk cannot solve a problem over the telephone, the customer will be informed to which Repairer the faulty device will be sent. The transportation cost both ways, the costs for the materials/spare parts and the labour costs shall be borne by Panasonic subject to the scope and performance of Warranty services as stated above. Panasonic will arrange to collect and return the unit to and from any specified address within the EEA, Switzerland, Turkey, the United Kingdom and Russia in which the customer is located.

C.6 Limited Warranty on Data Storage Media

Data Storage Media is the media on which the Operating System, drivers and programs ("Programs") originally installed by Panasonic on the main unit are stored. This media is originally provided with the unit (CD or DVD) or installed on the HDD or SSD for recovery processes.

Panasonic warrants only that the disk(s) or other media on which the Programs are furnished will be free from defects in material and workmanship under normal use for a period of sixty (60) days from the date of delivery from Panasonic. Panasonic Connect Europe GmbH and Panasonic Manufacturing UK Ltd's, entire liability and the customer's exclusive remedy under this Warranty shall be limited to the replacement of any defective disk or other media, which is returned to Panasonic's Authorised Service Centre.

Any application software is not the subject of this Warranty. Panasonic does not warrant that the functions contained in the application software will meet your requirements or that the operation of the Programs will be uninterrupted or error free.

Panasonic shall have no obligation for any defects in the disk(s) or other media on which the Programs are furnished resulting from your storage thereof, or for defects that have been caused by operation of the disk(s) or other media otherwise than on the Product or in the environment conditions other than those specified by Panasonic by alteration, accident, misuse, abuse, neglect, mishandling, misapplication, installation, maladjustment of consumer controls, improper maintenance, modification or damage that is attributable to acts of God. In addition, Panasonic shall have no obligation for any defects in the disk(s) or other media if you have modified or attempted to modify any Program.

C.7 Warranty Exclusions

The following points are NOT covered by the Warranty:

Any repair or attempt to repair the product by anyone other than a certified technician from a Panasonic Authorised Repair Centre will deem the Warranty null and void.

No Fault Found (NFF)

Any costs incurred where it is found that the Product is functioning normally ("No Fault Found"). Panasonic reserves the right to charge the logistics cost and inspection fee for every NFF case directly to the customer.

Theft / Loss

Loss of use or theft of the Product or consequential loss of any kind.

Third Party Fees

Any associated charges levied by any provider to you.
Repairs and maintenance carried out by anyone other than the Repairer.

Tolerance on LCD defect

Some displays may contain isolated illuminated or dark pixels as an artefact of the manufacturing process. Panasonic do not cover LCD faults where the LCD has more than 99.998% of its pixels operating properly.

"Image retention" or "Ghosting". This type of image retention is characterized by artifacts belonging to a previous image being left over after changing the image on the LCD.

*Image persistence artifacts can be prevented by using the screen saver feature on your system.

Negligence, abuse, misuse, accidental damage

Failures caused by negligence, abuse or misuse in respect of the Product including but not limited to:

- failure to use or site the Product in accordance with our instructions and failure to follow maintenance and storage recommendations;
- the use of accessories or equipment not suitable for use or incorrect connections of signal leads or application of incorrect electrical supply;
- the use of non-approved Panasonic 3rd party accessories, including but not limited to vehicle docks, mounting solutions, straps, cases, bags and power accessories;
- the improper connection to accessories or other peripherals;
- the introduction of liquid or other foreign matter into the unit;
- faulty software or programming or electrical power surge or fluctuation.
- the cost incurred by improper installation, operation, maintenance, overhaul or modification.
- Impact damage.

Wear and Tear

The cost of remedying or making good solely due to:

- Wear and Tear, gradual deterioration or oxidation, gradually developing defects, cracks, flaws or fractures;
- Scratching or chipping of any surfaces.

War Risk and Terrorism

Failures directly or indirectly caused by or contributed to or arising from war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

Nuclear Risk

Failures directly or indirectly caused by or contributed to or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from the combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

Sonic Booms

Failures directly or indirectly caused by, contributed to or arising from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

Environmental Influences

Failures directly or indirectly caused by, contributed to or arising from environmental influences (electrical storms, magnetic fields etc.).

Data

Loss of or damage to external data carrying material and the value to you of data stored on your Product, external data carrying materials and any computer program or data information recorded thereon unless stated above.

Mobile Networks

Mobile network upgrades can cause incompatibility resulting in connectivity issues, Panasonic cannot be held responsible for 3rd party networks and has no control over these or such upgrades and is not responsible for its availability.

Virus

This Warranty does not cover loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any Computer Virus or similar mechanism or as a result of any failure of the Internet, or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting there from, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

Software and Settings

The costs of rectifying programming errors or design defects in software.

The maladjustment of consumer controls such as function settings including, but not limited to, corporate or personal passwords.

Manufacturer's Exclusion

Products whose serial number has been removed making the unit Warranty condition impossible to clearly determine.

C.8 Limitation of Liability

Any claims and cover not expressly named in these Warranty conditions are excluded. This is also true with regards to claims to the replacement and compensation of subsequent damage, lost profits, data or information loss or damage as the result of an interruption in operation.

Some countries do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Warranty lasts, so the above limitations or exclusions may not apply to you. This limited Warranty gives you specific legal rights and you may also have other rights that vary from country to country. You must consult applicable country laws for a full determination of your rights.

D. Reporting a Hardware Fault

To report a hardware fault on your Product or accessory, please follow the procedure in section D.2.

D.1 Data Storage Media

The Repairer will not be responsible for damage to or loss of any programs, data, or removable storage media.

The only effective protection for data stored on a Product, such as on a hard disk, is the regular backing up of that data by the Purchaser. The Repairer and its Authorised Service Partners shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to the Repairer for Service or other repair including the costs of recovering such programs or data. If during the Service or repair of the Product the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, the Repairer cannot be held liable. Storage media replaced under Warranty is supplied with the software loaded, as it would have been when shipped as a new unit from our factory; replacement media will not contain software, which has been loaded by you the Customer, your supplier or any other third party.

We strongly recommend that you back up any important data prior to the Product being returned to the Repairer.

D.2 Logging a Service Call

- Please have the **full product model number** and **serial number** ready, as shown on the base of your Product.
- Confirm that the software or peripheral equipment such as a printer or modem etc. is not the cause of the problem.
- Panasonic recommend that you backup any data on your hard drive to avoid potential loss.

To log a hardware fault:

- Log onto <https://toughbook.custhelp.com> and go to 'Request a Repair'
- The Repairer will not accept return of Products without prior authorisation i.e. a Reference number.

E. In Warranty Repair Procedure

Procedure Requesting a Repair Under Warranty

- Customer logs onto <https://toughbook.custhelp.com>, following the instructions to request a repair. Opening times are Monday to Friday, 08:00 – 17:00 GMT (All Bank holidays across the EU are covered, closed for Christmas Day, Boxing Day and New Year's Day). Maybe subject to change at the discretion of Panasonic.
- If the unit is determined to have a hardware fault the help desk will book the unit in for repair and issue a Reference number to the customer.
- Whilst logging a unit for repair, the customer will need to supply the necessary information required for collection and return of the product including the address, contact name, phone number and email address, collection point, available pick-up and delivery times hours and invoicing address.
- Depending on the country, a transport box will be despatched using one of the following methods:
 - A dedicated courier of Panasonic will arrive with a transport box for the Product. The collection will be arranged at the specified collection point during business opening hours and from the specified consignee. The paperwork will be provided via email to the consignee.
 - Panasonic will arrange delivery of a transport box to the customer's specified address the next working day. The collection will be arranged the next working day at the specified collection point during business opening hours and from the specified consignee. The paperwork will be provided via email to the consignee.
- The consignee needs to place the Product inside the transport box and hand it over to the courier. Any damage occurring during transit (if the box has not been packed correctly by the consignee) is not covered by Panasonic.
- In addition to the point above, it is the customer's responsibility to ensure the device is packed securely (either using the Panasonic provided box or own packaging materials) and that it is packaged in line with UN3481 P1967 so that only 2 batteries are contained within each transport box.
- It is the customer's responsibility to ensure that the unit does not contain non-standard hardware, software including dual and military controlled items
- Upon arrival, Panasonic will inspect the unit and will use all reasonable endeavours to repair the product within 48 hours of its receipt in our service centre if the repair is covered under warranty. Please note that Saturdays, Sundays and public holidays are not included.
- Panasonic will return the product to the address specified by the customer upon the satisfactory completion of the repair. Return shipment is free of charge. The Repairer will perform due testing and cleaning before sending the unit back. A repair report is included in the box with the repaired product and additional copies are available, upon request, through the help desk.

F. Out of Warranty Repair Procedure

Quote Acceptance

- For each out-of-Warranty repair, a quote will be sent. Acceptance or rejection of any quote must be made within 30 days in written form. The Product will not be repaired or returned until Panasonic receives approval or rejection of the quote.
- The European Directive 2000/35/EC allows the seller to retain Title of the Goods for a period of 3 months. If, after this time, Panasonic has taken all reasonable steps to contact the customer but has still not received specific instructions, Panasonic can write to the customer informing them of the intention to dispose of the goods in an appropriate manner.
- After receipt of the faulty unit by our Service Centre, the Repairer will perform a complete inspection and determine whether the fault is covered by the Warranty or not. If the fault is not covered by the Warranty, then a quote will be generated. This quote will cover the cost of parts, labour and shipping charges. For Turkey only a report including whether there is a fault arising from the customer's misuse or not will be made by latest 20 days from receipt of the faulty unit.
- **Note:** The quote is our initial evaluation and further faults, or damaged parts may be found during the repair process or final tests. If any further out of warranty faults are discovered, you may be re-quoted.
- While the quote is pending, the turn-around-time is suspended.
- Payments for the repair of the units can be made via PayPal, via bank transfer or a service credit account (subject to a successful credit check). Details of these payment options are provided with the quote sent via email to the customer. If a credit account is set up with us, the customer needs to provide a Purchase Order Number (PO) on company headed notepaper, stating the complete invoicing address and contact details. Panasonic will reject PO Numbers submitted to us if the complete invoicing details of the company are missing.
- A rejected quote from the customer's side is subject to an Evaluation and Shipping charge. Details of this charge can be found on the supplied quote and payments can be made as stated above.
- Title of goods will immediately pass to Panasonic if a customer rejects a quote and instructs Panasonic to recycle the device on their behalf under the WEEE Directive 2012/19/EU.
- Panasonic will return the product to the address specified by the customer upon the satisfactory completion of the repair. The Repairer will perform due testing and cleaning before sending the unit back. A repair report is provided and additional copies are available upon request through the help desk.
- Panasonic will endeavour to process out of warranty repairs within 10 working days from the quote approval.
- The invoice for the repair will be sent to the customer separately via mail.
- Invoices must be paid within 30 days from invoice date or by the 10th of the month following the invoice date.

Special case: No Fault Found

In case of no fault found, the customer will receive notification via email and will then be required to cover the Evaluation and Shipping costs in order to receive the Product back. Payments for these charges can be made as stated above.

G. Invoicing and Payments

G.1 Retention of Title

If, after a period of 3 months Panasonic has taken all reasonable steps to contact the customer but has still not received specific instructions, Panasonic will write to the Customer informing them of the intention to environmentally dispose of goods held.

G.2 Payment Terms

Invoices must be paid within 30 days from invoice date or by the 10th of the month following the invoice date.

G.3 Late Payment

There may be a statutory right in your country allowing to recover interest on any unpaid invoice (as per European Directive 2011/7/EU, in force from 15th March 2011). Unless otherwise agreed, we will apply that statutory right to that interest and the statutory rate will apply.

No reminder may be necessary in order to collect interest on arrears, since late payment constitutes in itself a Breach of Contract that should be automatically sanctioned.

The above clause will not apply to Turkey. In Turkey a written notice putting the debtor into default will be sent to the customer after the invoice due date. Receipt of the notice will be the start date of default interest payable. The debtor will be given reasonable time to make payment which will be stated in the notice. If this is not forthcoming, then executing proceedings will be initiated to recover the debt with interest.

G.4 Compensation of all relevant recovery costs

The Directive gives the right to Panasonic to claim full compensation for all relevant recovery costs, incurred when trying to obtain payment from their customers.

H. Escalation

H.1 Service Escalation

5.00	Service Help Desk
4.00	Customer Service Team Leader
3.00	Customer Service Manager
2.00	Head of Operations
1.00	Head of MSBD EU

H.2 Issue Definition

5.00 Enquiry, Support, RMA Logging – Day to Day Issues

All enquiries should be directed to the Service Help Desk in the first instance. The Help Desk will deal with all day-to-day issues.

4.00 Quality of Service

All problems regarding the quality of service should be addressed to the second level of escalation. The Customer Service Team Leader will assist the customer in resolving these issues. Contact details can be obtained through the help desk.

3.00 Major Issues

Any major complaint about the customer service will be escalated to the Customer Service Manager. Contact details can be obtained through the help desk.

2.00 Critical Issues

Any critical issue will have to be escalated to the Head of Operation. Contact details can be obtained through the help desk.

1.00 Unresolved Critical Issues

Any unresolved critical issues will have to be escalated to the Head of MSBD EU. Contact details can be obtained through the help desk.

H.3 Legal Compliance

These Terms and Conditions shall be governed by and construed in accordance with the law of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.